

Case Study: Energy and Utilities

Centralized Dashboard Provides Real-Time View Into Security Environment

U.S. public utility implements centralized dashboard fed by integrated suite of security tools. Gains real-time awareness of threats. Simplifies compliance.

With cyber threats and attacks on the rise, it is critical for all companies, especially public entities, to proactively manage security programs. A U.S. public utility wanted to modernize its security infrastructure to enable it to actively block threats in real time, while ensuring regulatory compliance and reducing IT costs. The company's application and infrastructure were hosted by an external provider in a shared data center, which limited its ability to align modifications and upgrades to changing business needs. Manual processes were inefficient and cumbersome. They left the company vulnerable to threats and increased the risk of regulatory noncompliance.

The company selected Cognizant to migrate its existing applications, develop modern tools to enhance infrastructure visibility and provide day-to-day reporting of all activity within the security environment.

At a glance

A large U.S. utility company wanted to gain visibility into its security environment to actively address threats in real time, ensure regulatory compliance and reduce IT costs. Cognizant implemented a suite of security tools and then migrated the company's infrastructure to its hosted data center. An executive dashboard provides visibility into all threats, alerts and actions in the environment and enables threats to be immediately blocked. To help ensure compliance and reduce audit risk, we also implemented a role-based auto provisioning tool to streamline IAM and GRC functions.

Outcomes

- Real-time visibility reduced time to identify and block threats from two days to four hours

Next-generation environment enables company to proactively find and block threats

We immediately implemented endpoint protection, advanced malware protection, next-generation firewalls and intrusion prevention tools. Next, we migrated business applications to a data center hosted by Cognizant. We then integrated 21 remote offices into the data center. By putting the necessary tools in place prior to migration, we ensured a fast transition and seamless integration.

The utility's chief security officer wanted to actively address security threats. So, gaining visibility into the environment was a key need. We built a dashboard that shows real-time threats, alerts and actions taken across the globe. Identifying threats and triggering alerts in real time lets the company immediately block or contain dangers within the infrastructure. Currently, Cognizant identifies and addresses threats within four hours. This is a vast change from the more than two days the company's former provider took to resolve similar issues. Real-time visibility also helps the company identify new or undiscovered devices in the environment that pose potential threats. A weekly summary report recaps all activity and supplies statistics that can be reported back to management.

Modern tools support IAM and compliance efforts

In addition to infrastructure security, Cognizant used next-generation tools to support identity and access management (IAM) and governance, risk and compliance (GRC) for the company. Formerly, responding to requests for new employee access was a manual process and provisioning was a major challenge. We recommended and then implemented an auto provisioning, role-based access module. With one click, a supervisor can request access for a new employee by selecting the right role, which triggers the system to automatically request access for every area applicable to that role. This significantly simplified the process, shortened

- Executive dashboard supplies regular metrics for reporting
- One click, role-based auto provisioning shortened provisioning from five days to one and reduced costs by ~\$600,000 annually
- GRC tools enable continuous measurement against industry standards to ensure strong audit and compliance best practices
- Technology, transformation and consolidation reduced IT costs by \$3 million annually

the time it takes to provision access from five days to less than one and reduced costs by ~\$600,000 annually.

The company also wanted to ensure alignment to industry standards, such as NIST or CIS, while maintaining compliance with Sarbanes-Oxley regulations. We deployed a suite of capabilities to enable continuous measurement and implemented automation to replace error-prone manual activities. This saved time, reduced auditor intrusion and ended manual errors, helping to ensure best practices that would live up to regulatory scrutiny.

About Cognizant

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 194 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us [@Cognizant](https://twitter.com/Cognizant).

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