Cognizant®

Case Study: Life Sciences

Modernizing, Centralizing Delivers Results for Global Pharma

Cognizant demonstrates state-of-the-art capabilities from engineering to operations.

Establishing a single point of contact and linking its security programs to provide transparency was a key initiative for this large global pharmaceuticals company. For years, the company used multiple providers to manage its various security platforms around the world, but wanted to consolidate security management under a single provider. Pleased with our delivery of IT resource management services (ITRMS) for its identification and access management (IAM) program, the company engaged Cognizant to replicate that success for both its data and systems protection (DSP) and governance, risk and compliance (GRC) programs across North America, Singapore and the Czech Republic.

Each of the company's security programs consisted of many tools from multiple vendors. Cognizant's ITRMS provides end-to-end services for all engineering and operations efforts, drawing from its global resources as needed to execute in any geography. This includes managing upgrades, service enhancements and launching new services and tools. As new tools are added, Cognizant consolidates or decommissions others as appropriate. Our end-to-end support gives the client a single point of contact, enables scalability and improves visibility across its security programs. It also reduces the complexities inherent in operating on a global scale, which helps lower maintenance costs.

At a glance

To improve transparency and create efficiencies, this global pharmaceuticals giant wanted to consolidate management of its multiple security programs under one ITRMS provider. The company's positive experience with Cognizant's IAM capabilities led to an expanded role supporting DSP and GRC. Cognizant's core and flex approach enabled it to quickly assume responsibility for DSP and GRC and provide end-to-end support for all engineering and operations efforts worldwide.

Outcomes

▌ Reduced costs for IAM core services by approximately 18%

▌ Realized almost $450,000 in cost savings through innovation

▌ Reduced the cost of core development by 30%

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Core and flex approach creates "Service as a Project" model

During the six years Cognizant has managed IAM for the company, we deployed five new services including tiered authentication, privileged access management, Oracle Identity Manager, Ping Identity, and Federated Identity Management. In addition, we successfully delivered more than 80 engineering projects, completed nine major upgrades and retired or decommissioned three services. For IAM alone, we deployed more than 100 product changes.

Cognizant's experience with the company's technology environment provided a distinct advantage. Our core team remains constant and has deep knowledge across the full complement of services under management. Other flexible resources are available as needed to accelerate product delivery. This "core and flex" approach transformed the company's operating strategy, creating significant efficiencies and a unique "Service as a Project" delivery model. In addition, we provide a complement of strategic advisory services that improve security resilience by identifying key risks and defining a roadmap for modernization efforts such as cloud security.

Years of managing the company's IAM program gave Cognizant the insights it needed to establish and enable governance controls for DSP and GRC and define a next-generation roadmap for leveraging alliances with industry-leading vendors. To date, Cognizant has established partnerships with Oracle, RSA, Ping, Hitachi, Dell, Microsoft, Cisco and Cylance, enabling us to more efficiently and effectively provide project management, technical implementation, testing, documentation, deployments and operational support for IAM, DSP and GRC. This ongoing engagement continues to expand as we demonstrate our ability to deliver state-of-the art prominence across disparate technologies and multiple programs on a global basis.

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.

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