One of India's fastest growing software testing and professional services company with a global presence, mandated Ahana to set up an Offshore Development Centre (ODC) to provideoutsourced testing services to one of its biggest clients.

CUSTOMER PROFILE

Our client was required to setup an ODC with extremely stringent data accesscontrol and governance guidelines in place to win a large scale and critical outsourced testingproject from one of its existing customerwhich is India's leading content distribution platform, providing Pay TV and OTT services.

The fact that our client would get exclusive access to privileged datafrom its customer meant the ODC IT environment had to be tightly controlled and maintain ISO 27001 level standards and Ahana was mandated to ensure this.

AHANA DELIVERS ON THE MANDATE

In order to deliver on the mandate, Ahana analysed ODC requirements from ISO 27001 IT systemsand network security standpoint, and implemented the following solutions. Ahana also did provide various of its recommendations from other aspects of ISO 27001

Microsoft 365 Premium :

The requirement to provide a collaborative and security mechanism to work within the ODC, was taken care of by implementation of Microsoft 365 Premium. All assets and systems were configured for Microsoft's Access Management Azure Active Directory Services to enable single sign on for user's access to assets, applications and email services. MobileDevice Management (MDM) and Mobile Application Management (MAM) was enabled via Microsoft Intune. Privilege Identity Mode was enabled to clearly define data access. Conditional access was established to provide access from and to authorised resources only.

proVconnect:

Ahana introduced proVconnect, the all-in-one endpoint management software to enable centralized remote connect, endpoint compliance checks, inventory data management&patch management of the laptops in order to control/monitor as well as troubleshoot and resolve any end point/network issues.

Creation of IT Asset Management (ITAM) Central Console:

ManageEngine ITAM is a web-based IT Asset Management software enabling monitoring of assets and to track changes to assets both from Hardware and Software perspective, and to address any compliance concerns.

Trend Micro Worry FreeAnti Virus Solution

As mandated, a best-in-class cloud-based protection for endpoints and mobile devices was implemented to protect the systems from any virus attacks and at the same time restrict users from accessing unauthorized sites and applications. Worry-Free Services is an all-in-one lightweight agent with an intuitive, cloud-based console that gives in-depth visibility and control across for the entire organization, protects sensitive data and stops malicious software.

Druva Backup Solution

Druva delivers comprehensive backup and protection for Microsoft OneDrive, Exchange Online, SharePoint and Microsoft Teams as well as endpoints, data centers, SaaS applications and cloud-native workloads. Druva was implemented to filldata protection gaps without any additional dedicated hardware resources.

Sticking completely to the defined mandate, Ahana managed to deliver the ODC within a matter of 25 days, with all security and data access protocols in place.

RESULTS

Super-fast delivery and implementation of best practices available for data security adherence required for the ODC ensured that our client:

Went on to win the much-coveted
project and increased its original
scope of work

Achieved significant
business growth

ABOUT AHANA

Ahana is a 13 plus year old Information Technology firm based in Bengaluru. The company started off as a SME oriented company providing IT services to SME's and has since then transformed itself into an to end to end Infrastructure Managed Services and Digital Transformation Services company which provides the latest in Cloud, RPA, DB & EDW, BI & Analytics and Application Development. Ahana's 100 plus client roster now comprises several large enterprise companies with specific focus and expertise across industry sectors such as Logistics, BFSI, IoT/Telematics and Manufacturing. It's deep domain expertise, skilled resource base and proven partnership with Industry best technology providers such as Microsoft, AWS, Digital Ocean, NetMagic, SAP, UiPath, Checkpoint, FortiGate etc. has ensured that Ahana is now considered as one of the preferred IT service providers for its clients and partners.