

# CMS IT Services' 24x7 MDR Services dramatically reduces Mean Incident Response and Detection Time, secures Critical Infrastructure, and integrates all Critical Services with 100% SLA uptime for an FMCG Behemoth



## CUSTOMER

With more than \$6 Billion in revenue and globally ranked No.1 amongst its peers for stellar ESG performance in the food products industry, the customer is a leading Fast Moving Consumer Goods (FMCG) firm in India. Encompassing over 25 world-class mother brands manufactured in more than 200 manufacturing units exporting to over 100 countries and employing more than 35000 employees spread across the length and breadth of India, the client implements focused smart manufacturing interventions leveraging automation and Industry 4.0 technologies to drive operational efficiencies, yield, and energy management.

## THE CHALLENGE

The customer recognised the disruption in its business operations is due to the non-availability of critical Information Technology (IT) systems and cyber-attacks that are a key risk. These risks are further accentuated by the following:



Growing competition and margin pressures



High potential for reputational damage



Exposed nature of the operations



Vulnerable supply chains



Ever-increasing data and digital platforms' usage



Evolving threat landscape involving IT and ICS/OT platforms



Insufficient skillsets for addressing multi-layered incidents and threats



Inadequate or non-interoperable architecture untraceable to business objectives



Misaligned risk appetite, existing business risks, and regulatory compliance needs

To be well prepared to manage the increasingly complex data and technology as well as the growing number of threats faced each day in an immense and highly connected chain of varied units, the customer needed comprehensive managed detection and response services with increased monitoring and managed response across its infrastructure.

## THE SOLUTION

In the holistic integrated Managed Detection and Response solution for the customer covering the Data Centres' enterprise architecture components and end-user devices, CMS IT implemented at least 15 controls from the CIS and ISO 27001 control and governance framework.

<ul style="list-style-type: none"> <li>• 24x7 monitoring, collection, analysis, and events, incidents and breaches detection</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous tracking and management of network ports, protocols, and services</li> </ul>
<ul style="list-style-type: none"> <li>• Integrated Service Desk with Vendor Management Office</li> </ul>	<ul style="list-style-type: none"> <li>• Controlled access-privilege, assignment, configuration, and administration</li> </ul>
<ul style="list-style-type: none"> <li>• Active inventory tracking and corrections for all hardware assets on the network</li> </ul>	<ul style="list-style-type: none"> <li>• Disciplined patching cadence and operations</li> </ul>
<ul style="list-style-type: none"> <li>• Diligently manage user access to various IT resources like systems, devices, applications, storage systems, networks, and security devices</li> </ul>	<ul style="list-style-type: none"> <li>• Enterprise-critical data protection and ensuring integrity of sensitive information</li> </ul>
<ul style="list-style-type: none"> <li>• Integrated Citrix Environment Management</li> </ul>	<ul style="list-style-type: none"> <li>• Timely critical information, business recovery and continuity management</li> </ul>
<ul style="list-style-type: none"> <li>• Continuous assessment and identification of vulnerabilities and their remediation</li> </ul>	<ul style="list-style-type: none"> <li>• Meticulous Lotus Mail System monitoring and user administration</li> </ul>
<ul style="list-style-type: none"> <li>• Rigorous configuration, hardening management and changing controls</li> </ul>	<ul style="list-style-type: none"> <li>• Homogeneous Incident Response and management across the infrastructure</li> </ul>
	<ul style="list-style-type: none"> <li>• Robust Program Governance</li> </ul>

## BENEFITS

By partnering with CMS IT, the customer experienced an immediate acceleration of the critical monitoring and management activities, improved IT and security performance on alerts validation, incident analysis, problem resolution, and threat containment. Through integrated and holistic services, the customer greatly accelerated and expanded their visibility and ability to detect and respond to critical data and asset attacks and quickly assess the impact and attack spread. Proactive incident response boosted the resilience of the IT management services. Robust governance, integrated service desk and vendor management offices, and complete compliance helped the company resolve their most pressing risks and build business momentum. Some significant tangible benefits of the solution are as follows:

- **24x7 100% uptime of defined critical components and 98% uptime on others**
- **100% observability using tools and human intelligence**
- **<30 minutes incident response time and <2 hours incident resolution time**
- **99% consistent CSAT scores**
- **Multi-geography and multi-lingual remote and onsite support**
- **Customised locational services**
- **100% regulated, customised, and periodic reporting**
- **100% compliance under all regulatory and statutory norms and conditions**



We are a leading provider of System Integration and Managed Services. As one of India's top IT Services firms, we offer an integrated portfolio of products, solutions and services, built around Automation, Cloud, Cybersecurity & Digital. Currently, CMS IT Services has over 6500 employees and serves more than 300 leading enterprises across key industries.

- 🌐 [www.cmsitservices.com](http://www.cmsitservices.com)
- ✉ [inquiry@cmsitservices.com](mailto:inquiry@cmsitservices.com)
- ☎ +91 80 4550 0300