

ABOUT EMTEC®

Emtec is the right size provider of technology-empowered business solutions for world-class organizations. Our local offices, highly-skilled associates, and global delivery capabilities ensure the accessibility and scale to align your technology solutions with your business needs. Our collective focus is to continue to build clients for life: long-term enterprise relationships that deliver rapid, meaningful, and lasting business value.

CONSULTING SERVICES

From big picture strategy, to business process improvements, to business intelligence, to sweating the details for IT performance and governance, Emtec Consulting Services deliver the expertise and experience you need, when you need it.

- Business Transformation
- IT Strategy & Planning
- Process Improvement & Governance
- Technology Selection & Architecture
- Project / Program Management (PMO)
- Business Intelligence Consulting

FIRM PROFILE

A major e-commerce payment processor with global operations saw the potential for using Information Risk Management (IRM) to maintain innovation and collaboration while also ensuring compliance with a growing number of legal and regulatory mandates. The organization called on its longtime technology allies at Emtec to lay the groundwork for an IRM framework.

THE BUSINESS CHALLENGE

IRM frameworks are employed to help organizations recognize and remediate information or technology-based risks based on the potential for business impact. The idea is to protect the organization from excessive risk without creating barriers to innovation.

Policy development is the cornerstone of an IRM program. Policies dictate how information flows across the various systems, devices, applications, users and locations in any complex business environment, as well as how that information is used and controlled. Policies must be detailed and coherent, yet flexible enough to apply over time to emerging technologies and changing legal and regulatory mandates.

Policies commonly address network access, log management, data encryption, identity protection, discovery and classification, access and authorization, data retention, compliance reporting and many other key issues. Because policy development is such an important first step with such broad ramifications, there is a certain amount of pressure to get things right the first time. As a result, many organizations experience “paralysis by analysis” and waste significant time and effort trying to get off the starting blocks. That was one of the problems facing this particular client.

They had a team in place and had published some policies, but they were having a hard time getting policies to the point where they could be actively utilized by the business and allow them to report on compliance from a legal and regulatory perspective. They needed a strategy for how to create, implement and improve their policies over time.

Emtec had a long relationship with the CISO (chief information security officer), and they are a believer in our approach to security and to IRM in particular. He brought Emtec in to help them structure the program, with an initial focus on the policy and compliance aspects of their overall IRM strategy.

THE SOLUTION

Emtec provided the guidance in formulating a clear path. With Emtec, they found a partner that could deliver an exceptional mix of resources and expertise. Emtec marshaled a team comprised of technical writers, policy documentation experts, application security experts, and a variety of IRM and compliance experts — all with a minimum of 15 years of industry experience. To provide executive-level guidance, Emtec also brought in the former CISO of a global financial services firm with direct experience implementing IRM policy

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and compliance controls that meet PCI Data Security Standards (PCI DSS) and Federal Financial Institutions Examination Council (FFIEC) guidelines.

One distinct aspect of the engagement is that Emtec took care to build a team of local resources, subject-matter experts from across its practice areas and industry renowned security experts. This enabled Emtec to provide the customer with constant face-to-face representation while also holding down costs.

This isn't a typical model where your consultants travel in each week and then go home on the weekends. We mix local and remote resources so that we can develop a framework as quickly as possible and deliver it at a relatively low cost.

Emtec helped the client create a library of policies and standards, based on templates and knowledge developed over numerous

engagements. This library was aligned to an industry standard eGRC tool, that the client purchased, which can be used for ongoing policy life-cycle management and for compliance reporting.

With resources in place, Emtec provided a detailed gap analysis between the client's current information policies and controls and IRM industry best practices. The gap analysis provided a road map for continued policy development, resource deployment and technology utilization necessary for a successful IRM implementation.

RESULTS

The client was so impressed that they actually retained key members of the Emtec team to consult on two other troublesome projects.

The first involved developing the metrics and measures required to report on key performance indicators related to their organization-wide security. This will allow for visibility into the security health of the organization.

The other is the development of an application inventory (what apps have been developed, who are the business owners, what other apps do they interact with) - to gain a real understanding of what their critical applications are for security. Both of these projects are ongoing with metrics and measures recently extended.

This client and the 3 engagements in particular show the real breadth of Emtec's capabilities and the depth of our resources both in-house and through industry-wide connections. We always look to use local resources when possible, but we have a large number of internal subject matter experts across the company and long-standing relationships that enable us to call on industry recognized specialists when necessary.