

Security Orchestration, Automation and Response

Retail Giant in Australia

01

About Customer

Sizeable retail chain with more than 200 stores in Australia and New Zealand and ~2000 stores globally; 30000+ employees; 4GDC. It is recognized as one of Australia's most profitable discount department stores with a vision through high-volume sales, efficient operations, adaptable stores, and a great culture.

02

Strategy and Objectives

Phase 1

- Security incident trend analysis of historical data
- Classification and Qualification of use cases for automation
- Quantify automation metrics and identification of efficiency gain

Phase 2

- Right fit SOAR platform identification
- PoC of identified solutions

Phase 3

- Implementation of automation use cases
- Continuous finetuning, development and enhancement of automation use cases

03

Service Offered

- Security Automation consulting services:** Understanding customer needs, business objectives and solution identification, workflow definitions and technical evaluation.
- Platform Engineering:** Platform configuration, playbook development and automation testing.
- SOAR Services:** Ongoing administration, playbook development, finetuning and automation enhancement.

04 Cost Optimization & Cloud Governance Delivered



~ 70% reduction in incident response time



Right sizing and right fit solution selection, reduced customer spend by ~50%



Projected efficiency gain of 30% in 12 months



Accommodate projected business growth because of acquisitions and expansions with the same operations team

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About Happiest Minds Technologies

Happiest Minds Technologies Limited (NSE: HAPPSTMNDS), a Mindful IT Company, enables digital transformation for enterprises and technology providers by delivering seamless customer experiences, business efficiency and actionable insights. We do this by leveraging a spectrum of disruptive technologies such as: artificial intelligence, blockchain, cloud, digital process automation, internet of things, robotics/drones, security, virtual/augmented reality, etc. Positioned as 'Born Digital . Born Agile', our capabilities span digital solutions, infrastructure, product engineering and security. We deliver these services across industry sectors such as automotive, BFSI, consumer packaged goods, e-commerce, edutech, engineering R&D, hi-tech, manufacturing, retail and travel/transportation/hospitality.

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