Security Orchestration, Automation and Response

Retail Giant in Australia

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.
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

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.

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

About Happiest Minds Technologies

Happiest Minds Technologies Limited (NSE: HAPPSMND), 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, h-tech, manufacturing, retail and travel/transportations/hospitality.

A Great Place to Work-Certified™ company, Happiest Minds is headquartered in Bangalore, India with operations in the U.S., UK, Canada, Australia and Middle East.