

Case Study: FINANCE

WHO

- One of world's top 20 general insurance and reinsurance companies
- 15,000 users across 37 countries

CHALLENGE

- Had just experienced a critical failure of their McAfee environment
- Without any in-house skills for a fix, access to their system was compromised and security breach was a real risk
- Despite having IBM support contract in place, a resolution was not forthcoming

SOLUTION

- Servium security consultant available within hours, as opposed to IBM contact
- Problem diagnosed on the call
- Servium on-site and solved the issue that afternoon within 4 hours
- Acquired specialist knowledge for customer

Servium

BENEFITS

- Site restored to normal in rapid time
- Back to 'compliant' state
- Business once again protected from risk of data breaches
- Enabled customer to work with existing solution longer
- Breathing space for new long-term solution to be selected

WHY SERVIUM?

- Moved without a PO (IBM responded 2 weeks later with a lead time of another 2 weeks!)
- Not bogged down in process
- In time of immediate need, Servium took risks to help customer



Security

