



Enhancing a leading global consumer goods company's cybersecurity

Operate | Managed Services

The challenge

The client is one of the world's leading fast-moving consumer goods companies, with more than 127,000 people across the globe. Their products are sold in 190 countries worldwide.

In the last few years, the company has been constantly under the risk of sophisticated cyber-attacks. The rise in intrusion attempts, cyber-attacks and nefarious profiteering campaigns pushed the company to look for transformational next-gen cyber security services.

Deloitte recognised the opportunity and engaged with the company by collaborating with multiple technology partners and showcasing innovative cybersecurity prowess, thereby kicking off the tech-stack transformation for the company.

By ensuring complete alignment with the client's aspirations and vision and harnessing our strong relationship with our technology partners, we were able to demonstrate world-class technology and cyber capabilities against formidable adversaries, earn the client's trust and win the deal.

Our solution

Deloitte is helping the client design their Global Fusion Security Operations Center (SOC) vision, enhance maturity, and deliver the roadmap that has been agreed upon, which comprises components of service transition, resource ramp-up (to support BAU operations), and three years of Fusion (IT – OT) SOC Operate / Managed Services, including IT and OT SOC incident Management, engineering, threat hunting, threat-intelligence advisory and feeds, and PoC services.

Our transformation proposition for the client on the next-gen SOC consists of two major parts:

1. **Technology transformation:** Recommendations have been made for next-gen SOC on the tech-stack aligned with Deloitte's "Managed Extended Detection and Response (MXDR)" framework.
2. **Operate transformation:** This is done by leveraging Deloitte's assets/accelerators and implementing best in-class cybersecurity processes.

Deloitte's value proposition and differentiation factors:

A highly scalable and low-friction platform

- ✓ The proposed platform is equipped to support the company's modern security operations.
- ✓ Highly scalable on-premises to cloud transformation to support IT/OT, IoT, R&D, and acquired business landscape.

Output-based pricing and delivery models

- ✓ Introduced a dynamic mode of pricing which is linked to several incidents across IT/OT. The engineering services are modular in nature and in pricing.
- ✓ Engineered a fusion of technology and service for outcome-based delivery.

Multi-geo resilient model

- ✓ A follow-the-sun model with the presence of core operations hub in Bengaluru along with satellite SOC's in China, Spain, and Brazil; providing global resilience, expertise, and thought leadership from Deloitte's global network.

Deloitte's Cyber Threat Management Platform (CTMP)

- ✓ Developed a cutting-edge solution, using Deloitte's CTMP asset which provides real-time status (reporting and dashboarding with analytics) of almost all functions of Cyber Operate services as part of the scope (along with knowledge management).

Demonstrated exceptional cyber and technological expertise and cultivated trust-based relationships with the client and technology partners, for a transformative Operate engagement