

# Banking Sector

## Case Study

### Business Challenge

The Client is a leading player in the Indian industry in both retail and corporate banking sector. In the last few years there had been rapid development of IT systems and services in the organization and various businesses within the bank stored and used data differently, therefore a common classification of such information was a key challenge to be overcome. Hence, the bank felt an urgency to protect their information assets, customer confidentiality and trust; but were uncertain about the priority areas and the current risk profile of the bank.

### Integrated Solution

Information Security (InfoSec) posture was defined to include handling, processing, storage, transmission and destruction of information to assure and constantly improve the security effectiveness without affecting operational efficiency beyond acceptable limits. The implementation was executed over the following phases viz. **Information Security Management System, Technology & Baseline Hardening, Electronic Counter-Surveillance & Change Management.**

Implementation methodology ensured evaluation of the existing environment at the bank with regards to the InfoSec awareness levels, threat perceptions, systems & procedures in place & the capability of the bank to prevent InfoSec breaches. This was done in a 'dollarized' manner which clearly displayed the cost of status quo.

### Benefits to the Client

#### ◆ Retaining and Enhancing Competitive Advantage

We derisked their processes such that customer data and confidentiality of operations is maintained. Third party access to sensitive data was also defined and strict controls were put in place. The implementation methodology ensures InfoSec gaps are identified and addressed immediately.

#### ◆ Regulatory Compliance

This mandate ensured that relevant control processes were put in place to facilitate compliance with stringent regulatory requirements related to operational data and client sensitive information. In the **second part** of the mandate, we would be assisting the bank in an organization wide rollout of the implementation as was done for the corporate office, along with handholding them for attaining the **ISO27001 certification** for Information Security.

#### ◆ Positive Assurance

Our InfoSec Implementation Methodology established risk management systems that reinforce and support accountability, making it a sustainable initiative in the long term and helped to minimize the gap between management perception and ground reality.



### Client Speak

"Mahindra Special Services Group.....has enabled the Bank to improve security awareness and to put in place such measures that are needed to mitigate the business risks. The support from Mahindra Special Services Group was professional and the solutions have added tremendous value to our organization."

**- President,  
Information Technology**

[contact@mahindrassg.com](mailto:contact@mahindrassg.com)