

Ports Sector

Business Challenge

The client is a global container terminal and port operator for shipping lines. They have 27 container terminals and logistics operations at over 100 ports in 18 countries. Post 9/11, global regulations such as International Ship and Port Facility Security Code (ISPS Code) & Maritime Transport Security Act (MTSA) were amended to enforce the highest levels of stringency and compliance, failing which; ships could be debarred from entering certain countries and ports.

The client used a combination of IT systems that tracked container and people movement at gates by using biometric equipment. While the client had implemented elements of network security, deployment was piecemeal and focused more on IT Security. The need for an Information Security framework was established as the company realized that its need to proactively anticipate the concerns of their clients.

Integrated Solution

MSSG assessed the risk exposure of the client's information assets and thereafter worked towards aligning the InfoSec framework with the BS7799 requirements, providing training and implementation assistance and conducting BS7799 Pre-certification Audit. The critical applications were examined for their security flaws, particularly at the interfaces, and hardened. The hardening was extended to databases, information repositories and backup systems.

BS7799 Pre-Certification Audit: Before subjecting itself to the BS7799 audit, the framework was tested thoroughly by MSSG. This review was conducted across all domains of the British Standard for InfoSec.

Benefits to the Client

◆ Enhancing Competitive Advantage

Post the certification, the Client believes that the security initiative has increased their customers' and other stakeholders' confidence in them. In tangible terms it has helped the company gain competitive advantage, and increase trade volumes.

◆ Regulatory Compliance

In the process of becoming BS7799 compliant the client also achieved higher levels of compliance for ISPS stipulations. The company is ready for any audit by a RSO or by any other regulatory body, (for instance the US Coast Guard in context of MTSA).

◆ Positive Assurance

Every six months a comprehensive security audit is conducted by MSSG, & the certifying agency conducts an external audit every ten months. Any non-conformity is identified and complied to within the given time.

The Client became the **first port management company in APAC region to become BS7799 certified**. Among the hundred-odd branches of the parent company globally, the Indian one was the first to have been certified for InfoSec (recently we also helped the Karachi port in acquiring the BS7799 certification).

Case Study



Client Speak

"Security is an ongoing process, and the entire business process needs to be secure. Mahindra Special Services Group helped us fulfill the vision of embarking on an Information Security initiative and achieving it in a demonstrable manner."

- CMD, South East Asia

contact@mahindrassg.com