

Case Study

**dimension
data** 

Line of Business:

IT services and solutions provider for managed infrastructures

Location:

Melbourne, Australia

Organization Size:

1,300 Employees

AlgoSec Solutions:

AlgoSec Firewall Analyzer

dimensiondata.com

IT Solutions Provider Enhances Delivery of Managed Security Services

Dimension Data Australia Integrates AlgoSec to Streamline and Automate Security Operations for Clients

AlgoSec Business Impact:

- Incremental revenue generated from new policy compliance management services
- Reduced cost of service for Managed Security Service offering
- Improved quality of service, assuring a direct and timely response to security issues

Background

Founded in 1983 and headquartered in South Africa, Dimension Data provides global specialized IT services and solutions that help their clients plan, build, support and manage their IT infrastructures. Dimension Data employs 11,000 professionals, 1,300 of which are based in the Australia regional office. Dimension Data serves 79% of the Global Fortune Top 100 and 63% of the Global Fortune 500.

Challenge

In an effort to bring greater efficiency and flexibility to the delivery of Managed Security Services, Dimension Data Australia sought to apply security industry best practices and streamlined processes to its delivery methodology. Automation was identified as a key capability that would enable them to reduce service costs and increase quality of service. "The operational management of security infrastructure is quite labor intensive," remarks Martin Schlatter, Security Services Product Manager. "The principle reasons for automating managed services are reducing work time, freeing up people for other tasks, and leveraging expertise that is 'built in' the automated tool. That way we can give our existing clients better service and in parallel serve more clients. Additionally, the increased appetite for the Managed Security Services offering has been fueled by an increasing focus on governance, risk management and compliance, and we are expected to deliver faster and more accurate visibility of the security and compliance posture of the network."

Solution

Dimension Data Australia selected the AlgoSec Firewall Analyzer as part of their toolset to deliver their Managed Security Services, which include automated and fully integrated operational management of client security infrastructures. The intelligent automation at the heart of the Firewall Analyzer enables Dimension Data's team to perform change monitoring, risk assessment, compliance verification, and policy optimization for their clients easily and effectively, and act upon the findings quickly. This includes getting rid of unused or obsolete rules in the policy easily, reordering rules to increase performance and identifying risky rules.

AlgoSec enhances the Managed Security Services offerings by delivering comprehensive risk and compliance Management. Dimension Data professionals can generate risk and audit-ready compliance reports in a fraction of the time and with much greater accuracy compared to traditional manual analysis. "Our clients who require ISO 27001 and PCI DSS accreditation have greatly benefitted from this," said Schlatter.

“We were fortunate enough to get a double benefit from the use of AlgoSec in our environment- reduce costs to serve our clients, and expand our service offerings.”



Martin Schlatter,
Services Product Manager -
Security,
Dimension Data Australia

One of the major features of the AlgoSec Firewall Analyzer integrated into the Dimension Data Australia solution is the ability to support multiple client domains from a single AlgoSec management console. “This scalable configuration has proven to be invaluable to us for the management of multiple clients with complex multi-vendor, multi-device security environments,” says Schlatter. “It consolidates administrative tasks, cuts time and costs, and ensures proper administration and segregation of duties from our end.”

In addition, the relationship between Dimension Data and AlgoSec was another key factor in the decision making process. “AlgoSec was deemed most suitable to our delivery needs in Managed Services. We elected them for their specific technology fit, and flexibility to assist us in growing our managed service business. The partnership element was eventually the overriding factor,” says Schlatter. This relationship gives Dimension Data Australia and their clients the benefits of best-in-class technology for ensuring that their complex firewall environments are secure, compliant, fully optimized and properly managed.

Results

The AlgoSec Firewall Analyzer provides Dimension Data Australia with the ability to deliver their clients a comprehensive view of the security posture of their network security devices. This is crucial to establishing a baseline understanding of a security network, which makes it possible to truly assess and remediate risks, errors and inefficiencies. The ability to automatically provide this type of information at the most accurate level provides a key competitive differentiator for the company and a large benefit for its clients. “The value-added contribution is the time-saving, in terms of automation,” remarked Schlatter. “We were looking for ways to reduce our cost to serve and perform manual operational tasks automatically. At the same time, we were fortunate enough to leverage AlgoSec to expand our service offerings, so we got a double benefit from the use of AlgoSec in our environment.”

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