

Securing and managing enterprise cloud transformation

A case study by HCL for a global real estate service provider



About the Client

Our client is a leading global real estate agency headquartered in Madison, New Jersey. With operations across 20 countries, the company has over 3,600 employees in 41 locations with various foreign subsidiaries and international partners.

Customer Goals

As a real estate company, our client was limited by a traditional, legacy data center infrastructure. As the company grew rapidly, their customers demanded digital operations that were more agile, scalable, and flexible. Our client soon realized that a complete transformation was in order, one that included a dynamic and secure cloud environment for assured security and business resilience. Their key objectives could be summarized as:



Transform IT Completely: Migrate from the existing data center infrastructure to a fully secured and optimized public cloud environment



Implement IT Best Practices: Implement best practices for their IT Service Management (ITSM) tools, as well their IT Infrastructure Library (ITIL) and cloud security solutions



Build Business Agility: Create an IT environment that enhanced business agility through faster deployments, accelerated time to market, and minimal downtime.

Solution

To achieve their objectives, the real estate firm partnered with HCL's CyberSecurity-as-a-Service (CSaaS) to leverage specialized expertise in cloud security, technology deployments, and best practices frameworks. The HCL team worked with the client to transform their technological security backbone, from the ground up. This included:

- Securing over 1600 endpoints across 680 Azure servers and 600 VDI for AV
- Conducting vulnerability scanning of 6000 internal and 215 external IPs
- Providing security information and event management (SIEM) services for over 2000 EPS
- Ensuring multi-factor authentication of over 300 users

HCL served as the agency's security and data platform management partner to help them monitor their cloud infrastructure. We ensured that their cloud migration and security strategy delivered uninterrupted data flows within and outside the cloud as per the prescribed, regional regulations. The approach followed a four-phase model:

Stage 1 – Assessment and Consulting



- HCL first analyzed the client's existing IT environment and then worked closely with them to deliver an enterprise security cloud security platform.
- HCL deployed a cloud readiness assessment program for the overall estimation of the migration effort and timelines.

Stage 2 – Migration, Planning and Execution



- HCL took ownership of the transformation by planning and executing the complex migration of their data center and workloads to the public cloud.
- The HCL team also was responsible for the replatforming and rehosting of enterprise-wide systems which included Linux, Windows Server or Cent OS, MS SQL Server and all the associated processes, scripts, and jobs.
- HCL also established a resilient disaster recovery infrastructure in the public cloud to protect against data breaches and cyber threats.

Stage 3 – Execution and Standardization



- HCL extended and upgraded the customer's primary and secondary data center security controls.
- We built controls that included network security, web application firewalls (WAF), data security, email security, and secure authentication, among others at the core of the transformative process.
- HCL implemented its Gold Blue Print processes across operations to ensure standardization based on industry best practices.

Stage 4 – Managed Security Services



- HCL provided a dynamic and secure cloud environment using intelligent automation and predictive analytics, and provided on-going support
- The HCL team established a Management Tools-as-a-Service (MTaaS) platform to reduce the complexity and tediousness of administrative and maintenance activities in the cloud.
- We ensured constant security management and monitoring through a process of continuous risk and vulnerability assessment at multiple end points in the cloud.
- HCL maintained up-to-date security controls that aligned with the ever changing regulations and compliance policies of the dynamic cloud environment.
- HCL created an integrated security applications ecosystem that ensured a proactive security posture.

Business Benefits

With HCL CSaaS, our client acquired a robust data security and protection framework that integrated security controls to meet the defense-in-depth data environment of the dynamic cloud. With HCL's borderless security architecture, the customer was able to secure their multi-cloud and hybrid environments for optimized operational services and centralized visibility.

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