

# Managed Service

## The Background

Most small to medium size organisations find it difficult to justify the expense of employing all the skills they require. They want to provide an exceptional service but also run an efficient business while maximising profits. Contractors can provide short term solutions, but the problem is how to use them efficiently while avoiding Big Four consultancy costs. Fifth Step was founded because we had experienced the same problems, and wished to provide a highly flexible and cost-effective 'Big Four quality' consultancy service. We also wanted to empower our clients to leverage their staff and develop their own skills.

## The Challenge

Our client asked us to help manage their Information Security service. They had a detailed budget and a number of specific challenges, and although they had the foundation of a risk register there was little consistent commitment to it. Governance was a key problem, and the work they had completed previously was becoming redundant.

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## Our Recommendations

Fifth Step proposed a Managed Service that would leverage our own core principles of flexibility and a commitment to building competence in the client’s own resources. We would also help to identify improvements and support them to move to an internally resourced solution that could grow in line with their business.

## Our Solution

We would commit varying levels of skills over the one year term of the contract. We would assess the current situation, complete a gap analysis, and create a plan that maximised positive change towards an effective Information Security Management System. The on-going service would drive activities including policy and process implementation, with adherence to ISO principles. We would also leverage many types of skills, and using a wide range of industry experts, provide the client with an extremely cost-efficient service.

**“The client now has a service it owns and controls, and it runs to an agreed plan with a strong focus on delivery and improvement.”**

## The Outcome

Fifth Step took ownership and responsibility for defining the client’s three year strategy. We managed their Information Security Systems on a daily basis, helped to demystify the processes involved, and led significant on-going improvements.

## The Benefits

The client now has a service it owns and controls, and it runs to an agreed plan with a strong focus on delivery and improvement. Information Security controls and actions are prioritised and addressed through the Information Security Group. The service is flexible yet costs less than a full time Security Office. The managed service commits a Principal Consultant, a Security Officer and our unique Security Managed Office as and when it’s required, and resource cost separation is passed to the client.

## The Future

Our client tells us that our managed service satisfies all its needs, is cost efficient, and provides access to a wide range of differential skills. Within the highly flexible framework we offer they also benefit from additional expertise, including a Business Continuity expert. This means that they can plan for a confident future, as they now have the ability to manage spend as an operational cost and exceed their security obligations.

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