CLOUD ANALYTICS: GIVING YOU THE WINNING HAND

Computacenter’s shadow IT analysis helps online gaming company protect its key assets and build user-centric service offerings
IMPROVING EFFICIENCY & COLLABORATION WITH CLOUD SERVICES

The cloud has enabled users and business units to get the IT resources they need when they need them.

From storage capacity and development platforms to processing power and apps, IT resources are steadily and stealthily being amassed outside the control of the CIO and the protection of the corporate firewall.

These shadow IT environments can result in data breaches and business risks that cost both in terms of revenue and reputation. For heavily regulated industries, such as betting and banking, such risks can make or break a business.

To ensure its operations – and customers - were not being compromised by the use of high-risk cloud services, one of the world’s top online gaming companies turned to Computacenter for help.

As the organisation’s security director explains: “Keeping our website up is important, but so too is keeping it safe for our thousands of customers. We have a duty to protect their data, and it’s an obligation we take very seriously.”

The company has embraced a number of cloud services to improve efficiency and collaboration. “We need to balance user expectations and our desire to be the best in the industry with good governance, robust security and service offerings that are current and relevant,” comments the security director.
WHY ANALYSING CLOUD SHADOW IT SOURCES MATTERS

FOR THE CIO

• Better understand the business by evaluating user analytics to drive the IT service catalogue and future strategy
• Identify cloud risks and security concerns before they impact the business
• Protect company data and assets across geographical boundaries and within regulatory frameworks

FOR THE BUSINESS

• Gain visibility and insights to control costs and ‘cloud sprawl’
• Proactively manage user productivity across multiple cloud services
• Collaborate more closely with the IT team to identify new service opportunities

FOR THE USER

• Enable the future service catalogue based on actual user’s requirements
• Driving the right tools for the right user personas
• Provide user protection of sensitive data including PCI DSS, HIPAA and HITECH, FISMA, and GLBA

Keeping our website up is important, but so too is keeping it safe for our thousands of customers.
Computacenter’s Shadow IT Analysis service enabled us to undertake a comprehensive evaluation that would not have been possible using our own resources.
With the company bound by different regulations in every territory that it operates as well as international standards, such as PCI, customer data protection is fundamental to its future success.

“We wanted to understand the journey of our core enterprise data, and ensure that it was not being shared or stored via high-risk cloud-based sites,” explains the security director.

By partnering with Computacenter, the online gaming company was able to identify which members of staff were using which cloud services and how much data was being transferred.

“Computacenter’s Shadow IT Analysis service enabled us to undertake a comprehensive evaluation that would have not been possible using our own resources,” affirms the security director.

Although the analysis confirmed that no business processes had been migrated wholesale to the cloud, it did reveal that more than 1,000 cloud services were being used across the company – and that more than 40 of them were deemed high risk.

LIFTING THE LID ON CLOUD CONSUMPTION

HOW COMPUTACENTER CAN HELP

Computacenter’s Shadow IT Analysis service enables organisations to see what cloud resources are being consumed by which user groups, together with potential risks and opportunities for the business.

Part of Computacenter’s suite of Cloud Advisory Services, the Shadow IT Analysis enables organisations to balance user choice with corporate control.

The analysis, which can be delivered as an ongoing managed service or a single engagement, covers both infrastructure and workplace cloud services.

With more than 30 years’ IT experience, we help put the findings of the analysis into context for users, the business and the CIO.
The company, which processes seven million online transactions every day, has also embarked on an education programme to help its staff better understand the risks of using unauthorised cloud services.

“Computacenter’s Shadow IT Analysis has given us the visibility we need to take action to safeguard our business and customers,” comments the security director. “It helped us put the findings in context for our business, and make recommendations around acceptable use of corporate data.”

The analysis, which spanned more than 10,000 cloud providers including infrastructure, software and platform as a service resources, was conducted over a two-week period with no disruption to users or IT operations. “Concrete data on security risks is like gold dust.

Computacenter’s Shadow IT Analysis has revealed unknown risks that could have jeopardised our business. We can now add extra layers of protection to safeguard corporate and customer data,” concludes the security director.

UNMASKING HIDDEN SECURITY RISKS
HOW DO I GAIN INSIGHT?

• We offer a free seven-day proof of value report on your cloud usage
• As part of an annual subscription, we deliver a comprehensive and easy-to-use dashboard that displays daily updates to data
• All data, which is secured via a firewall, can be quickly and easily analysed to provide additional insight
• The technology that underpins Computacenter’s Shadow IT Discovery service has been used by 200 enterprise customers to analyse the cloud consumption of more than 10 million users
• We also provide add-on services, such as Office365 and ServiceNow data loss protection, together with a full range of network and security solution offerings

By 2018, controlled shadow IT will contribute up to 30% of IT operations activities, up from 15% in 2014.

Gartner, 2015

GET IN TOUCH
To find out more about how Computacenter can help safeguard your business and customers, please contact your Account Manager, or call us on 01707 631000.

computacenter.com/datacenter
Enabling users and their business

Computacenter is Europe’s leading independent provider of IT infrastructure services, enabling users and their business. We advise organisations on IT strategy, implement the most appropriate technology, optimise its performance, and manage our customers’ infrastructures. In doing this we help CIOs and IT departments in enterprise and corporate organisations maximise productivity and the business value of IT for internal and external users.