

# CASE STUDY



## Proactive Technician Safeguards Customer's Global Security

### SNAPSHOT

Following a customer's reorganization, our technician identified critical gaps in a security process impacting global locations. By taking decisive action, he not only addressed immediate vulnerabilities for our customer but also established himself as a trusted advisor for this essential security process on a global scale.

### **Challenge:** A Reorganization Introduces Gaps for Our Customer

Our original services for our customer – a leading provider of cloud-based customer relationship management (CRM) solutions with 70,000 employees – included managing and deploying RSA tokens to local users at their San Francisco headquarters. RSA token inventory management involves overseeing and controlling the distribution, usage, and lifecycle of RSA SecurID tokens, which are essential for two-factor authentication. Effective management of these tokens is crucial for maintaining a secure and efficient authentication environment.

During a reorganization, there were responsibility changes, and our customer lost some stakeholders and resources in their IT Asset Management (ITAM) and Infrastructure Operations (InfraOps) teams. Several of these teams were key to the global processes and management chain for RSA token deployments and inventory management.

### **Action:** Taking Initiative and Going the Extra Mile

One of our Level II technicians, who was overseeing our services at the headquarters, quickly identified service gaps in RSA management at key support locations across the U.S. These other locations began contacting him directly regarding request tickets. Soon, tickets from other regions were assigned directly to him.

As our technician continued to take on more responsibility and a higher volume of RSA-related tickets, he took the initiative to expand his expertise to better serve the customer. He delved into the customer's Knowledge-Based Authentication (KBA) system for managing RSA tokens and reached out to an RSA representative to master the RSA Console for reporting metrics and uploading seed packs to enable new RSA inventory.

*Our technician's proactive approach not only mitigated immediate security risks but also positioned him as a key advisor, ensuring the customer's global security processes remained robust and efficient.*

## **Results:** Our Technician Becomes a Key Advisor on Global Security Processes

Our customer's InfraOps Director relied on our technician for insights and opinions on the RSA program management, metrics, and inventory needs and referred other teams to him. Ultimately, our technician was asked to take on global inventory management of the RSA program for the entire company. When it came time to deprecate the RSA program and progress to using another YubiKey form of 2FA, the Senior VP of Business Technology consulted with our technician to determine optimal and realistic timing for an easier transition.

## **Unmatched Coverage and Experience in the Field:** We Have Over 35 years of Experience in Field Services Delivery

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**01**



**Our highly skilled technicians**

**02**



**Service delivery and governance excellence**

**03**



**Breadth of certified support across vendors and technologies**



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