

# Happiest Minds Chooses Managed Services with McAfee



## Happiest Minds

### Customer Profile

Digital transformation, infrastructure, security, and product engineering services company

### Industry

Technology

Happiest Minds has a very simple philosophy—The happiest people make the happiest customers. They have made it their mission to make their customers happy through happy employees. They have never lost sight of the most integral part of their business—people, their partners, and their employees.

## CASE STUDY

### A Demand for Managed Security Services

With McAfee as a partner, Happiest Minds configures, integrates, and maintains innovative business security solutions engineered to meet their clients' strategic and operational needs. And that makes everyone very happy.

### An Increased Demand for Managed Security Services

The IT security space is perpetually in flux. This, coupled with the lack of experienced IT professionals possessing the needed technical security skills, has become an issue affecting companies of all sizes. Happiest Minds saw clients exhausting time and resources on filling IT positions rather than expanding their businesses. Seeing a need, Happiest Minds and McAfee jumped in to fill the gap with a managed security services plan.

A managed service solution increases efficiency, reduces costs and relieves the pressures associated with staffing IT positions. Happiest Mind's clients biggest challenge was to find a partner willing to act as an extension of their business. Rather than a vendor claiming to be an IT vendor or acting as a pseudo-staffing company, their customers needed a true partner to come in and take full ownership of the risk associated with IT security.

### Taking Ownership

So why did Happiest Minds partner with McAfee for their managed services offering? Mahendra Patukuri, Cyber Security Practice Head at Happiest Minds says it's about integration and flexibility.

"McAfee provides us with the latest training and easy access to support. This, paired with the intuitive McAfee platform, makes our customized services easy to implement. Once in place, we take full ownership of our partner's IT security."

Technologies viewed as threats are often the key driver of innovation. As business priorities quickly change and customers struggle to catch up, Patukuri appreciates the McAfee commitment to staying one step ahead of the bad guys.

By honing a razor-sharp focus on streamlining software updates, decreasing demand on existing infrastructure, and leveraging an extensive portfolio of interconnected security offerings, McAfee provides Happiest Minds with the most complete solution on the market today. Including:

- Integrated threat detection and response across multiple layers of enterprise IT, eliminating the siloed approach to security
- Enhanced visibility and situational awareness across network, endpoints, and the cloud
- The ability to leverage cutting edge technologies and security best practices
- A tiered approach to address security needs based on threat/risk profile of an organization
- Analytics-driven framework for better contextualization

### Challenges

- Meet clients' security needs with a managed service that automates, accelerates, and orchestrates the threat defense lifecycle

### McAfee Solutions

- McAfee DLP Endpoint
- McAfee Endpoint Security
- McAfee® ePolicy Orchestrator® (McAfee ePO™)
- McAfee Network Security Platform (IPS)
- McAfee® Enterprise Security Manager

### Results

- Offers clients an integrated security strategy that meets regulatory compliance standards
- Delivers consolidated internal and external intelligence to contextualize and prioritize with real-time visibility
- Provides tighter integration between data, processes, and products to improve visibility, enable more effective analytics, and guide action

## CASE STUDY

### How Is Happiest Minds Using McAfee Managed Services Offerings to Help Their Partners?

Happiest Minds recommended leveraging Cyber Risk Protection Platform for a centralized view of security incidents for a client that specializes in web-based training for a wide range of professions.

The platform helped address security log management and monitoring, incident response, application security testing, and scanning, while also providing 24/7 coverage across multiple locations.

The results were instantaneous:

- Streamlined log management and compliance reporting
- Improved visibility into customer data handling process
- Access to a centralized view of the security events for applications across the infrastructure
- Increased flexibility and transparency in service governance

The solution was implemented leveraging Happiest Minds Cyber Risk Protection Platform and powered by the McAfee managed service offering to accelerate and orchestrate the entire threat defense lifecycle. Additionally, the analytics driven framework is automated and adaptable. This allows for better contextualization and threat analysis, as well as continuous monitoring and response.

### The Managed Service Experience

IT organizations continually seek out new ways to reduce costs by working efficiently while maintaining quality and security. As a result, enterprises are adopting managed infrastructure services and undergoing rapid IT transformations to build business models that adapt to mobile computing, cloud computing, big data, and social collaboration.

To eliminate security concerns when adopting new technologies, businesses also rely on infrastructure security services from managed security service providers. However, most managed security service providers do not deliver a complete solution that incorporates both infrastructure security services and managed security services.

Happiest Minds Managed Infrastructure Services delivers both, enabling customers to reduce support costs while significantly improving visibility into the performance of the IT infrastructure.

“The managed service offering from McAfee is great,” says Patukuri. “The support and response time to our questions is second to none. This means we are able to be first to the table with bids and quotes. The support from McAfee has revolutionized the way we finalize partner agreements.”

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