



Beyond Boundaries: Aspire Systems' End-to-End IT Security Solution for a Leading **Global Restaurant Chain**





Challenges and Motivations

- Encountered security and infrastructure support challenges outside regular business hours
- Lack of a dedicated team for 24x7 network monitoring
- Inadequate management of alert use cases
- Irregular maintenance of operating system and security patches
- Suboptimal overall infrastructure uptime and support

About the Customer

Our client is one of the world's largest full-service dining companies. With over 3,530 locations in 17 countries, our client empowers, supports and grows the world's most-loved restaurant brands because they believe community happens when people eat together.



The Need

Our client had been facing multiple hurdles and so they tried to pursue excellence through the strategic integration of NetSuite and Adobe Commerce (Magento). Their goal was to enhance agility, decrease processing times, and provide seamless customer experiences by adopting advanced solutions. This strategic decision aimed to achieve retail superiority by optimizing operations for a more streamlined and efficient business landscape.



Solution

- Execute security tasks: patching, vulnerability management, system imaging, backup and restore
- Monitor and analyze network traffic for malicious activity
- Aggregate logs from IT infrastructure, applications, and assets (on-premises or cloud)
- Fine-tune alerts with existing use cases
- Provide Infra L2 Support
- Install, configure, and troubleshoot operating systems on servers
- Manage storage, databases, network, and security events
- Support Voice infrastructure
- Handle user management: create domain users and groups
- Perform health checks on servers for downtime (CPU, memory, disk space) and address issues

Aspire's solution in detail

Aspire Systems executed various security tasks, encompassing activities such as patching, vulnerability management, system imaging, and backup and restore operations.

A crucial aspect for our team was monitoring and analyzing network traffic to identify and mitigate malicious activities. The responsibilities extend to aggregating logs from a diverse range of IT infrastructure, applications, and assets, whether on-premises or in the cloud.

Additionally, we fine-tuned alerts using existing use cases to enhance threat detection capabilities. As part of Infra L2 Support, our tasks included installing, configuring, and troubleshooting operating systems on servers, and managing storage, databases, network, and security events.

We also provided support for the Voice infrastructure, and it encompassed user management responsibilities such as creating domain users and groups.

Besides, we promptly addressed regular health checks on servers for downtime, focusing on CPU, memory, and disk space.



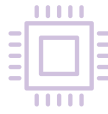


Business Benefits

- Achieved seamless 24/7 Asia coverage support for end user issues and cloud server monitoring
- Elevated SLA level to 99.9% uptime/availability for customer tickets and servers
- Delivered ad-hoc, customized, and scheduled reports for various event sources
- Implemented effective correlation rules to identify critical threats and attack patterns
- Managed 156 servers and 36 network devices, reducing Server vulnerabilities remediation from 9000 to 1000
- Oversaw 720 endpoints, decreasing endpoints vulnerabilities remediation from 12000 to 2500
- Standardized new instance setups with Smoke Test result and Image templates in AWS/VM
- Maintained backlog L2 Tickets to fewer than 10, ensuring streamlined operations
- Implemented monthly VM decommissioning and AMI/ Snapshot deletion for cost optimization
- Secured AWS servers with EBS encryption and S3 encryption using KMS for sensitive data
- Upgraded database compatibility from SQL Server 2008 to SQL Server 2014 in production servers
- Improved Informatica application performance through index purifying and defragmentation
- Successfully migrated databases from EC2 to RDS for efficient management and maintenance



Technology Snapshot



- » **Amazon EC2**
- » **Amazon S3**
- » **AWS Cloudwatch**
- » **Amazon VPC**
- » **Amazon Cloudfront**
- » **AWS Cloudformation**
- » **Amazon DynamoDB**



Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

For more info contact: info@aspresys.com or visit www.aspiresys.com

USA

+ 1 630 368 0970

SINGAPORE

+65 3163 3050

INDIA

+91 44 6740 4000

BELGIUM

+ 32 3 204 1942

NETHERLANDS

+ 31 (0)30 800 92 16

POLAND

+48 58 732 77 71

MEXICO

+52 222 980 0115