

Teradata Global Consulting Center (GCC), a division of NCR Corporation

Summary

Number of Employees:	220+
Geographic Scope:	Islamabad, Pakistan
Project Dates:	Nov. 2006 – Aug. 2007
Scope of Services:	In-house Trainings, Scoping and Gap Analysis, Risk Management, Statement of Applicability, Designing and Documenting Policies & Procedures, Business Continuity and IT Disaster Recovery, Awareness and Culture Development, Readiness Check and Internal ISMS Audit

Background

The Global Consulting Center (GCC) is an extension of Teradata Professional Services, the world's leading data warehouse consultancy.

The primary driver for ISMS implementation at Teradata GCC was the concerns of its customers about their systems and data. Customers needed demonstrable assurance of secure and un-interrupted services from the organization.

Approach

Business Beam (Pvt.) Limited started the assignment with hands-on training session on ISO 27001 ISMS implementation. Following a scoping and gap analysis, our advisors helped Teradata GCC completing the risk assessment, and developed an effective mechanism for calculating and minimizing levels of risks.

The core objective of this exercise was not limited to the compliance with the ISO 27001 ISMS standard – it also included implementing the standard effectively and in-line with the corporate policies. Business Beam developed policies, procedures and guidelines fulfilling these objectives. Business Continuity and IT Disaster Recovery were the key elements of ISMS implementation at Teradata GCC, and a comprehensive continuity plan was also developed.

In the implementation phase, Business Beam conducted ISMS awareness sessions and provided support to users. Our advisors also did detailed internal audit to ensure company's readiness for the certification audit.

Results

“One of the project's key objectives was always to orchestrate a transfer of skills from Business Beam to GCC personnel and that's been achieved”, mentioned Arsalan Sheikh, Practice Head at Teradata GCC, who coordinated the ISMS implementation project. Teradata GCC is certainly now in a position where it is self-sufficient.

Teradata GCC has successfully cleared ISO 27001:2005 ISMS certification audit in the first attempt, without any issue.

“We could certainly have not done it without your [Business Beam's] help”,
Faisal Khaliq, General Manager Operations, Teradata GCC

“The overall experience was very positive. Business Beam's depth of experience was priceless in establishing our ISMS”,
Arsalan Sheikh, Practice Head, Teradata GCC