



ALVAREZ & MARSAL



Enhanced customer support through comprehensive security operations

"The Engage ESM team showed excellent commitment to our project from the outset, helping us to meet our objectives with brilliant support, guidance and a truly proactive approach."

Dan Holland, CTO, Alvarez & Marsal

"Their experienced consultants helped us to put in place an industry leading security operations framework complete with numerous enhancements. The result has been hugely beneficial to the business, as well as to our customers worldwide."

John Krieger, ServiceNow Product Owner, Alvarez & Marsal

The challenge

Alvarez & Marsal (A&M) is a global professional services firm that has provided leadership, problem-solving, and value creation for companies across industries for over three decades. They employ more than 5000 people and have operations across 25 countries.

Being a heavily regulated business, A&M wanted a multi-tenancy solution to ensure the highest level of security to its customer service IT operations.

Historically, A&M's internal level 3 security operations only provided 8x5 customer support. The company wanted to extend its support hours to 24x7 (levels 1 and 2) by integrating its security operations with an external cybersecurity provider.

The solution

The ServiceNow production platform was migrated to a fully domain separated instance with a tailored customer service management portal. This would optimize internal and external IT workloads and help the company to achieve its cybersecurity objectives.

To ensure an increased threat protection layer and faster incident response, A&M's ServiceNow production instance was integrated with the chosen external provider.

This integration enables the external and internal A&M security teams to better coordinate their cybersecurity operations as well as identify threats faster. As a result, all incidents are prioritized and responded to, conforming with the company's agreed service level agreements.

The result

A&M benefits from unified customer support, IT, and security operations. This means they can prioritize and remediate the vulnerabilities much faster and respond far quicker to possible threats.

Overall, the company now has a much more mature and optimized customer services and cybersecurity operations setup. By leveraging a single platform, third party integrations as well as changes to future workloads are more efficiently managed, all as part of a layered approach to cybersecurity defence.

These enhancements have helped A&M to minimize the impact of security breaches and means they can now offer seamless and safe customer support worldwide.



Cost savings on headcount



Delivered upgrade within 2 weeks



Tailored cyber security system

servicenow
Partner

Elite

Get in touch and see what we can do for you
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