

## CYBER INTELLIGENCE SDN BHD

# Simplifying Processes and Ensuring High Standards with Cloud Risk Management Tools

Frost & Sullivan Case Study Series

[www.frost.com](http://www.frost.com)



## GLOBAL BUSINESS SERVICES

Globally, organisations that are optimizing their internal processes recognize the value of shared services or outsourcing models to achieve operational excellence and consistent user experience. By outsourcing non-core activities, companies now have the opportunity to focus more on value-added aspects of their business such as R&D, innovation and branding, while relying on experts in the field to manage the non-core areas. Based on Frost & Sullivan estimates, the global shared services and outsourcing (now known as Global Business Services) market is expected to grow at a CAGR of 6.5% to reach US\$625 billion by 2017.

Malaysia is emerging as a prominent player in the area of Global Business Services (GBS). Backed by strong government support, the booming sector has significant advantages to drive the industry further by attracting investments, and evolving to become a regional hub. This will help global companies consolidate their non-core operations and rationalise costs.

Through MDeC’s Multimedia Super Corridor (MSC) Malaysia, the government has supported the growth of the sector. The table below provides a snapshot of MSC Malaysia’s GBS sector.

REVENUE	REVENUE GROWTH	NO. OF COMPANIES	JOBS CREATED
<b>RM13.9 BILLION</b> (as end of 2014)	<b>36%</b> revenue growth in the year 2014 over 2013	<b>343 MSC GBS</b> companies (as on 2014)	<b>76,989</b> value-add jobs created by MSC GBS companies (as on 2014)

## MALAYSIA: UNIQUELY POSITIONED

Malaysia possesses some essential characteristics that make it unique and strategically relevant to become an important GBS hub to organisations aiming to incorporate GBS as a part of their business costs rationalisation.

 Positive Business Environment	 Government Support (EPP)
 Location Advantage	 Political Stability
 Excellent Physical Infrastructure and Utilities	 IP Protection
 Multilingual Competencies	 Attractive Tax Rates
 High-Speed Broadband	 Talent Pool

RANKS  **18<sup>TH</sup>**

Ease of Doing Business (2015)  
- World Bank

 **3<sup>RD</sup>**

Global Services Location Index (2004 - 2015) 11 years in a row  
- AT Kearney

 **6<sup>TH</sup>**

Global Competitiveness Index (2014) (6 in APAC/20 in the world)  
- World Economic Forum

# MANAGED WEB SECURITY SERVICES: PROTECTION IN THE CLOUD

Risk management in IT can be viewed as a module within a broader enterprise risk management system. In general, IT managers take the lead in applying the principles of IT risk management to reduce or eliminate threats related to information technology and to balance operational costs.

The Information Security Management System (ISMS) is an overarching approach towards managing an organisation’s information security risks covering organisational policies, structures, planning activities, responsibilities, procedures, practices and resources. The ISMS must remain efficient and effective in the long-term, aligning with the changes and requirements in the organisation and external environment.

The objective of the ISMS is to minimise risk and ensure business stability by proactively reducing the impact of a security breach. In creating the ISMS, the ISO 27001 specification does not formally mandate specific information security controls, providing companies the flexibility to choose the best-fit information security controls most applicable to their security situations.

## REQUIREMENTS FOR THE ISMS

The ISO 27001 specification encompasses management responsibility, documentation, continual improvement, internal audits, and corrective and preventive action. The standard involves cooperation among all parts of an organisation. Effective risk management is broadly established as being the key to attaining certification and sustaining compliance with the ISO 27001.

Documentation from the certification body demonstrates that the security of the company’s information is being addressed with valuable data and information assets accurately controlled. By achieving certification to ISO 27001:2013, businesses can gain several advantages such as:

<p><b>INCREASED AVAILABILITY AND SECURITY OF SYSTEMS</b></p>	<p>Controls targeting business systems vulnerabilities from being exploited. It emphasises constant enhancements of the system to make it “dependable and updated” and keep valuable confidential information secure.</p>
<p><b>MORE PROFITS</b></p>	<p>Reduces risk exposure and enhances business profitability from average to long-term and improves clients’ perceptions about a certified company.</p>
<p><b>COST-EFFECTIVE AND CONSISTENT INFORMATION SECURITY</b></p>	<p>Helps in constructing uniform policies incorporating industry best practices.</p>
<p><b>COMPLIANCE WITH LEGISLATION</b></p>	<p>Ensures compliance with applicable legislation on the business.</p>
<p><b>ENHANCED CUSTOMER SATISFACTION</b></p>	<p>Protects company assets, stockholders and directors as well as provides clients with confidence on how to manage risks.</p>

# CYBER INTELLIGENCE: MANAGING INFORMATION SECURITY RISK

Cyber Intelligence through its products - CompSuite and Security Elevate - aims to add real value to its customers. Key aspects of each product are highlighted below.

**CompSuite** is an information security risk management software offering features such as:

**Dashboard** - Gives you a snapshot of the ISMS risk posture such as overall risk, no of assets, no of risks, risk trending, top 5 risks, top 5 threats, top 5 vulnerabilities & many others.

**To-Do List** - A central repository of all the tasks assigned or pending for the user. This ensures that the complete flow of risk management is followed and most importantly ensure users don't miss any tasks.

**Asset Management** - Asset management has never been easy before CompSuite. It gives a comprehensive repository of all your assets tabulated in a very structured manner. It also provides a bird's eye view of the asset and its associated details. Users will never have to sift through long spreadsheets to find that additional details of an asset.

**Risk Register** - A repository populating all the risk details of the organization. Information such as all risks, accepted risks, risks pending approval, risks within threshold, risks not within threshold level, inactive risks and so on can be filtered out.

**Risk Treatment Plan** - Selects and implements measures to adjust risks. Essentially documentation on how businesses intend to "treat" the identified risk, which means avoid, reduce, accept or transfer the identified risk.

**Residual Risk Management** - It is essential for the company management and other decision-makers to be well-informed about the environment and extent of the risk that remains after the risk treatment.

**Risk History Tracking** - With spreadsheet, you lose your previous risk details but with CompSuite you won't. This will greatly facilitate on how well your ISMS is doing by showing improvements to your risk score over a time period.

**Bird's-Eye View of Asset** - View every detail of an asset in a single page like never before. You don't have to sift through hundreds of pages just to get all the asset details and risk details of an asset.

**Roll-based Access Control** - For security reasons, the users are segregated with roles. A user won't be able to access another user's data. Roles such as asset owner, risk owner and treatment owner are created in line with the ISO requirement.

**Task / Workflow Management** - Manages company workflow more efficiently by planning processes so that the right task ends up with the right person with the right information and at the right time.

**Statement of Applicability (SOA)** - Identifies the controls related to the business and clarifies why the controls have been selected to treat the identified risks and how to implement a large part of the information security programme.

### Key benefits of using CompSuite:

**Time Saving up to 70%** - Conventionally you spend plenty of time to coordinate with various people, getting them to collaborate, updating spreadsheet files, email and phone follow-ups, tracking of activities, producing reports and so on in order to maintain ISMS risk management. With CompSuite you have full-blown solution that can save up to 70% of your time.

**Increased Productivity** - CompSuite will make you to perform more efficiently in managing and maintain your ISMS risks. No more delays and errors in updating the risk details

**Low Cost** - CompSuite is a cloud-based application and that will save you plenty of money by not incurring a huge start-up cost. You can just pay as you go.

**Reduce Paper Use** - We know how paper-intensive ISMS implementation and maintenance is and the biggest chunk of it is used during the risk management process. Paper use will almost be completely eliminated with CompSuite as everything will be residing within the software.

**Ensure Risk Management Continuity** - Most of ISMS managers will get demotivated after a certain implementation stage, especially when they have to continue maintaining the ISMS with just spreadsheet and some ineffective tool. CompSuite ensures that ISMS managers are always driven to maintain the ISMS with it's easy to use and intuitive software

**Establish Responsibility & Accountability** - You no longer have to worry about users denying that they were assigned with tasks and deadlines. CompSuite will be a central repository to track all activities, updates and conversations.

**Track All Tasks** - No more tracking tasks with emails - it is just not effective at all. All tasks assigned to users can be tracked until their completion with a simple workflow. Periodic email reminders will be sent to users for tasks nearing deadlines.

**Increase Risk Management Quality & Accuracy** - With CompSuite, you have a platform to maintain a solid ISMS risk management with higher quality and more accuracy than just using a spreadsheet.

Security Elevate is an information security awareness and behaviour management solution that delivers compelling, engaging and measurable information security awareness campaigns to reduce information security risks due to the human factor with a focus on helping customers to achieve positive results across several key areas:

#### INFORMATION SECURITY AWARENESS ELEVATION

Educates employees, elevates awareness and behaviour, reduces risk as well as provides comprehensive security awareness training where it is needed most.

#### INFORMATION SECURITY BEHAVIOR ELEVATION VIA SIMULATED PHISHING ATTACKS

The first step in evaluating businesses' awareness and susceptibility to such attacks. Helps to assess quickly and efficiently how liable employees are to these attacks while motivating them to participate in follow-up training.

The learning methodology that is used for delivering compelling, engaging and measurable information security awareness campaigns is DIAGNOSE - TRAIN - REINFORCE - MEASURE. This methodology has helped many of our clients reduce information security risks due to human factor.

Figure 1: Learning methodology, Source: Cyber Intelligence



## CLIENT SUCCESS STORY

### Client - CyberSecurity Malaysia

CyberSecurity Malaysia is the national cybersecurity specialist agency and pioneer in Malaysia to implement the ISO 27001 across the organisation. Areas included planning, developing, implementing and monitoring ISO 27001 such as information security risk management, information security awareness programmes, information security management reviews, development of information security policies and procedures and Business Continuity Management (BCM).

<p><b>PROBLEM FACED/ BACKGROUND</b></p>	<p>The broad scope of the ISO 27001 comes with a large number of information assets with multiple stakeholders spanning various departments. The complex nature of the scope resulted in:</p> <ul style="list-style-type: none"> <li>a. Lack of visibility on information security risk.</li> <li>b. Insufficient management reporting.</li> <li>c. Poor quality in information security risk assessment.</li> <li>d. Difficulty in establishing accountability.</li> <li>e. Inability to monitor risk treatment progress.</li> <li>f. Inability to manage residual risk.</li> <li>g. Unavailability of a centralised location to collate all information security risk management-related data</li> </ul>
<p><b>CLIENT CONSIDERATIONS</b></p>	<p>CyberSecurity Malaysia was looking for expert services in information security risk management. Cyber Intelligence’s CompSuite solution was a natural choice as it was familiar with CyberSecurity Malaysia’s services that focused on information security.</p> <p>CompSuite’s subscription-based cost structure appealed to CyberSecurity Malaysia as it did not have to incur high capital expenditure. In addition, CompSuite simplified the whole risk management process – what used to take months of work could be accomplished in a well-organised manner in a few days.</p>
<p><b>SOLUTION</b></p>	<p>Cyber Intelligence stepped in to solve the issues faced by CyberSecurity Malaysia with the CompSuite solution that was able to:</p> <ul style="list-style-type: none"> <li>a. Simplify the complicated information security risk management process.</li> <li>b. Assist CyberSecurity Malaysia with its ISO 27001 implementation.</li> <li>c. Increase and improve CyberSecurity Malaysia’s risk management quality and accuracy.</li> <li>d. Improve visibility of the organisation’s risk posture with in-depth reporting and intuitive dashboard.</li> <li>e. Improve monitoring of tasks and workflow management.</li> <li>f. Not require CapEx or software to install.</li> </ul>

<b>KEY BUSINESS BENEFITS</b>	<p>The solution resulted in immediate benefits including:</p> <ul style="list-style-type: none"><li><b>a.</b> More effective risk management cycle.</li><li><b>b.</b> Saved significant time in conducting risk assessments and managing risk treatments; what took months before could now be completed in a few weeks.</li><li><b>c.</b> Improved the quality of risk management process</li><li><b>d.</b> Dashboard providing a risk snapshot of the business facilitated informed decision-making for CyberSecurity Malaysia’s management team.</li><li><b>e.</b> Lowered costs enabling CyberSecurity Malaysia to subscribe only to licences they needed.</li></ul>
<b>CLIENT QUOTE/ TESTIMONIAL</b>	<p><i>“With limited resources, we found CompSuite as the most ideal and a best-fit solution to manage and maintain ISMS risks for our organisation with hundreds of assets”</i></p> <p><b>CyberSecurity Malaysia</b></p>

## FROST & SULLIVAN COMMENTARY

“Since setting up in 2011, Cyber Intelligence has been focusing on guiding companies on online security and risk management services. With its broad expertise and highly-qualified, certified staff, Cyber Intelligence is developing unique cloud-based tools and setting its sights on expanding its global footprint.”





Cyber Intelligence Sdn Bhd is a leader in Malaysia providing information security risk management software-as-a-service and is currently charting its path to become the region’s preferred partner and solution provider for information security awareness and behaviour management solutions. It is also a provider of information security services focusing on Audit, Compliance & Consultancy. Fully operational since 2010, Cyber Intelligence Sdn Bhd has achieved great heights in the information security field.

Our extensive experience and excellent track record in information security consulting, digital forensics and cyber security services makes us a trusted source for clients looking to improve their performance in an increasingly competitive global economy. Our team members are qualified professionals with security qualifications like CISSP, GCFA, GSEC, GPEN, EnCE, ISO 27001 LA, ITIL, CEH and Master’s degrees. We are ever-ready to provide our expertise and continuously deliver services that exceed clients’ expectations. Our clientele ranges from government agencies to private entities, both local and international.


## COMPANY FACTSHEET:


<b>COMPANY NAME</b>	Cyber Intelligence Sdn Bhd
<b>CORE BUSINESS</b>	Information Security Specialist
<b>SUB-SECTOR FOCUS</b>	Information Security Management System Risk Management & Information Security Awareness and Behavior Elevation Programs
<b>MAJOR CLIENTS</b>	Maxis Bhd, Axiata Group Bhd, DiGi Communications, U-Mobile Sdn Bhd, Prudential Asia, CyberSecurity Malaysia, Sarawak State Government, Sabah Energy Corporation, Sabah State Government, MIMOS Bhd, Media Prima Bhd, MyClear
<b>COMPANY PRESENCE</b>	Malaysia
<b>NUMBER OF EMPLOYEES</b>	6 employees


## COMPANY CONTACT DETAILS

[www.cyberintelligence.my](http://www.cyberintelligence.my)
[www.compsuite.com](http://www.compsuite.com)
[www.securityelevate.com](http://www.securityelevate.com)

 [contactus@cyberintelligence.my](mailto:contactus@cyberintelligence.my)

 603-83224622

 603-83224622

 C-1-2A, SME2 Cyberjaya, 2260 Jln Usahawan 1, 63000 Cyberjaya, Selangor, Malaysia

# FROST & SULLIVAN

**WE ACCELERATE GROWTH**

[WWW.FROST.COM](http://WWW.FROST.COM)

Auckland	Colombo	London	Paris	Singapore
Bahrain	Detroit	Manhattan	Pune	Sophia Antipolis
Bangkok	Dubai	Mexico City	Rockville Centre	Sydney
Beijing	Frankfurt	Miami	San Antonio	Taipei
Bengaluru	Iskandar, Johor Bahru	Milan	Sao Paulo	Tel Aviv
Bogota	Istanbul	Mumbai	Seoul	Tokyo
Buenos Aires	Jakarta	Moscow	Shanghai	Toronto
Cape Town	Kolkata	New Delhi	Shenzhen	Warsaw
Chennai	Kuala Lumpur	Oxford	Silicon Valley	Washington D.C.

## ABOUT FROST & SULLIVAN

Frost & Sullivan, the Growth Partnership Company, works in collaboration with clients to leverage visionary innovation that addresses the global challenges and related growth opportunities that will make or break today's market participants. For more than 50 years, we have been developing growth strategies for the Global 1000, emerging businesses, the public sector and the investment community. Is your organization prepared for the next profound wave of industry convergence, disruptive technologies, increasing competitive intensity, Mega Trends, breakthrough best practices, changing customer dynamics and emerging economies?

[Contact us: Start the discussion](#)

### GLOBAL



877.GoFrost



myfrost@frost.com

### APAC



(65) 6890 0999



apacfrost@frost.com

### Copyright Notice

The contents of these pages are copyright © Frost & Sullivan. All rights reserved. Except with the prior written permission of Frost & Sullivan, you may not (whether directly or indirectly) create a database in an electronic or other form by downloading and storing all or any part of the content of this document. No part of this document may be copied or otherwise incorporated into, transmitted to, or stored in any other website, electronic retrieval system, publication or other work in any form (whether hard copy, electronic or otherwise) without the prior written permission of Frost & Sullivan.



[WWW.MDEC.COM.MY](http://WWW.MDEC.COM.MY)

## ABOUT MDeC

The Multimedia Development Corporation (MDeC) was incorporated in 1996 to strategically advise the Malaysian Government on legislation, policies and standards for ICT and multimedia operations as well as to oversee the development of the Malaysian Multimedia Super Corridor (now MSC Malaysia). MSC Malaysia became the platform to nurture the growth of Malaysian Small and Medium Enterprises (SMEs) in the IT industry whilst attracting participation from global ICT companies to invest and develop cutting-edge digital and creative solutions in Malaysia.

In 2011, 15 years after the introduction and successful implementation of MSC Malaysia, Multimedia Development Corporation (MDeC)'s mandate was broadened by Prime Minister to include driving Malaysia's transition towards a developed digital economy by 2020 through Digital Malaysia. Following this, in 2012, Digital Malaysia was officially unveiled as the national transformation programme to achieve this aim.


Founded on three strategic thrusts, Digital Malaysia is a natural progression to harness the building blocks already laid by MSC Malaysia. It will drive wealth creation, stimulate efficiently and enhance quality-of-life by harnessing and building upon Malaysia's varied ICT initiatives, resulting in a nation that connects and empowers government, business and citizens through a vibrant and demand-focused digital ecosystem.


MULTIMEDIA DEVELOPMENT  
CORPORATION (MDEC) SDN. BHD  
(389356-D)


 [www.facebook.com/mscmalaysia](http://www.facebook.com/mscmalaysia)

 [www.twitter.com/mscmalaysia](http://www.twitter.com/mscmalaysia)

 [clic@mdec.com.my](mailto:clic@mdec.com.my)

 +60 3 8315 3000  
1-800-88-8338 (Toll free)

 +603 8315 3115

 2360 Persiaran APEC  
63000 Cyberjaya  
Selangor Darul Ehsan, Malaysia

WWW.MSCMALAYSIA.MY



Multimedia Development Corporation Sdn Bhd (389346-D)

2360 Persiaran APEC  
63000 Cyberjaya  
Selangor Darul Ehsan, Malaysia

Tel: +603-8315 3000  
Toll Free No: 1-800-88-8338  
Fax: +603-8315 3115

✉ [cltc@mdec.com.my](mailto:cltc@mdec.com.my)  
f [www.facebook.com/mscmalaysia](http://www.facebook.com/mscmalaysia)  
t [www.twitter.com/mscmalaysia](http://www.twitter.com/mscmalaysia)