

COE OPERATE

WHAT THE SERVICE IS

Nephos' **Centre of Excellence (CoE) Operate** service, is an ongoing operational managed service of the BigID platform. This is not resource augmentation; it is an SLA backed, managed service delivered from a shared resource pool that can scale with demand.

Nephos operates the BigID platform for the customer, which includes:

- Technical support (incident management) related to BigID
- Add's, moves and changes of the BigID platform
- Data source onboarding
- ITIL aligned service, backed with SLA guarantees
- Service Management with joint service improvement plans

WHEN SHOULD YOU POSITION IT?

- The customer has invested in, or plans to invest in, BigID but has no experience in running the platform day-to-day
- The customer has concerns over the level of effort / lack of expertise in managing a platform like BigID and would like enhanced support
- The customer has limited internal operational resources to manage BigID – the gap needs to be filled to make the sale, or retain the customer
- The customer needs to scale their operations out
- The customer has no internal/operational resources to manage BigID and needs to accelerate deployment and/or adoption
- The lack of resources on the customer side puts BigID at a disadvantage in terms of new customer acquisition
- The customer wants to consume BigID under and MSSP model

HOW WE DO IT

- Service onboarding and baseline
- Establish roles, responsibilities and service parameters
- Day-to-day platform operation and administration
- Reporting and governance support
- Remediation tracking and evidencing
- Continuous alignment and improvement

CUSTOMER OUTCOMES

Scalable expert resource

Access to a shared team of expert BigID operators who know how to deliver at scale — without the cost, risk and time associated with building that capability internally.

Maximum return on platform investment

Expert operation ensures BigID is used to its full potential, closing the gap between what the technology can do and what the organisation is currently getting from it.

Internal capacity freed for strategic priorities

Internal teams are released from day-to-day platform operations, allowing them to focus on new use cases, capabilities and strategic priorities rather than keeping the lights on.

Reduced operational risk

Single points of failure and individual dependency are removed, replaced by a proven delivery approach and a team that can absorb change without disruption to live services.

CUSTOMER CASE STUDY - SWISS RE

- Swiss RE Purchased BigID to fulfil the requirement of scanning and classifying 10PB of data to find Personal Health information in 3 years for GDPR.
- Executives wanted the time of the project expedited from 3 years to 2 years, and recognised they would need headcount either internally or to outsource
- BigID positioned Nephos as a preferred service partner, providing operational resource to reach the 2 year goal
- The customer chose Nephos based on BigID experience and best practice methodologies
- **CoE Operate** was selected as the service to fulfil customer needs, providing a pool of operators and consulting resource to maximise platform usage
- Nephos & BigID are on track to meet the requirement before the 2 year deadline

