

OPERATE

WHAT THE SERVICE IS

Nephos 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 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 IS IT A GOOD FIT?

- 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 customer needs to increase the scale of their BigID operations
- The customer has no internal/operational resources to manage BigID and needs to accelerate deployment and/or adoption
- The customer wants to consume BigID under an MSSP model

HOW WE DO IT

- **Onboarding & Baseline:** Set up configurations, reporting requirements, roles & responsibilities and governance structures.
- **Platform Operation:** Handle daily discovery scans, classification updates, and workflow management.
- **Reporting & Governance:** Deliver actionable, native BigID insights directly to data owners.
- **Remediation Tracking:** Flag, track, and evidence data issues using native workflows.
- **Continuous Improvement:** Proactively update configurations to match shifting data, regulations, and business needs.

BUSINESS 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: GLOBAL REINSURER

- A Global Reinsurer was in the final stages of purchasing BigID to fulfil the requirement of scanning and classifying 10PB of data to find personal health information over 3 years.
- Executives wanted the project expedited from 3 years to 2 years, and recognised they would need either internal or outsourced operational resource.
- 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
- Operate was selected as the service to fulfil customer requirements, providing a pool of operators and consulting resource to maximise platform efficiency
- Nephos & BigID are on track to meet the customer goal before the 2 year deadline

