

# OPTIMISE

## WHAT THE SERVICE IS

The optimise service can be sold as either a one-time professional services engagement, or as a recurring service engagement (annually or bi-annually). The purpose is to ensure that the customer continues to get value from the BigID platform and that configuration and use cases do not drift or go unanswered.

Nephos will evaluate the current platform usage and make recommendations as to how BigID can be optimised to deliver maximum value, and continues to meet the customers needs.

This is designed to overcome a common issue – which is the fact that a customer will deploy BigID for a purpose, but over time that purpose, or the environment will change

Because the customers internal operational team are not platform experts, the outcome the platform delivers diminishes over time, creating a churn risk as the customer stops getting value from the platform.

## WHEN SHOULD YOU POSITION IT?

- Customer has limited resources to maintain currency of BigID
- Customer have generalist operators
- Customer has BigID but it's not embedded in the business and/or they don't believe that they're getting value from their investment
- Customer has BigID, they can do the basics (scanning) but need support in driving value from the outputs or results – they can't move to remediation
- The customer believes that platform performance is sub-optimal and would like external assistance in identifying areas where platform operations can be improved
- Customer requirements, or outputs being generated have drifted – what was initially right for the customer no longer meets the requirements
- Customer has new requirements surfaced and BigID deployment or outcomes need to be re-aligned

## HOW WE DO IT

- **Performance & Gap Assessment:** We baseline current performance against original intent and today's requirements.
- **Bottleneck Identification:** Pinpointing exactly where friction is accumulating in workflows and handoffs.
- **Prioritised Improvement:** A sequenced plan focusing on the changes with the highest business impact first.
- **Workflow & Automation Refresh:** Targeted updates to configuration to reduce overhead and improve consistency.
- **Reporting Realignment:** Reshaping outputs to ensure they support current executive and regulatory decisions.

## CUSTOMER OUTCOMES

### A service that performs

Optimise restores customers expected BigID ROI by closing the gap between design and practice

### Consistent, reliable outputs

Reduced reliance on manual intervention through root-cause resolution

### Relevant Reporting

Credible evidence for regulators that is efficient to product and actionable

### Sustained Confidence

An operating model that moves with the organisation rather than becoming a constraint

