

# Managed IT and Cybersecurity

## Client

Provides comprehensive infrastructure management and cybersecurity to alternative investment managers at every stage.

## Business challenge

Our client is an integrated IT and cybersecurity firm with a singular mission to be the best. Fueled by a carefully curated culture and core values, they deliver on this mission through every client, every interaction, every day:

- Clients are interested in aligning their IT team with business partners, and removing disruptive, non-alpha generating tasks from the equation
- Reducing their commoditized IT to minimize operational expenses
- Need help to set up their infrastructure, while they remained focused on raising capital

## Approach

ThoughtFocus assessed the current system's blockages and discovered reasons affecting application performance. We then worked with security teams to understand data access and encryption requirements:

- The application architecture was redesigned using the latest technology stacks
- The data rendering mechanisms were changed to allow for faster data communication
- Critical bottlenecks were targeted to achieve quick performance gains
- Encryptions were placed at the data level for better security and control
- Traceability was increased by implementing activity logging

## Results

Developed a next generation lab reporting solution to save hours of work for lab technicians and enable their IT team to augment additional features seamlessly. The application is maintainable, durable and scalable:

- A built-in concurrency for multiple users to work simultaneously was developed, reducing the average wait time by over five hours
- New multi-lab support functions enabled technicians to access lab reports from other labs
- Security mechanisms were implemented to restrict data access to authorized users
- Alerting mechanisms were added in case of access intrusion

## Business benefits

- Quick turnaround time through next generation lab reporting solution
- Reduced complexity by multi-lab support functions

ThoughtFocus is a US based, privately held consulting, software engineering and business process management firm with offices in the US, India and the Philippines. We help clients in avionics, education, financial and insurance services, manufacturing, payment and loyalty solutions industries with their key business and technology challenges.

ThoughtFocus is a Blackstone Innovation Fund portfolio company.