



## Helped an International Fintech Company get all its Indian systems compliant within 60 days.

### Highlights

- *Enforce continuous security compliance for all endpoints.*
- *Adhere to the industry best practices.*
- *Reduce Operational costs.*
- *Delivers real-time control from a single console.*

### The Client:

Our customer is an international fintech company. Their India center provides digital wallets and payment gateway solutions.

During the demonetization in India in November 2016 the load on digital wallets and e-payments companies rose dramatically. There was a paucity of currency and the government was pushing for digital payments. Business grew suddenly, however that also brought along with it a need for better compliances. The Reserve Bank of India started mandating stricter compliance norms for the digital wallet & payment gateway companies.

To ensure that they complied with the RBI guidelines and did not lose out on business, our customer had to target strict deadlines for becoming compliant. One of the compliances was, ensuring all their end points were patched and all the known vulnerabilities within their endpoints eliminated. They wanted only one tool, which they could deploy patches across different operating systems and give them a “single pane of glass” view on all their compliances and vulnerabilities for servers and end points.

### Challenges:

1. Due to lack of compliance tool, the customer was losing business from its competitors as RBI has laid down strict restrictions on the compliances with Fintech companies.
2. Time – they had to meet compliances of multiple things at multiple levels. It was clear that companies which were able to comply faster would take away a major portion of the business since the “Network Effect” comes into play.
3. Cost – Payment gateway companies don’t have a large margin. It’s a volume driven business. So they have to ensure that they keep costs low.
4. The customer had a main challenge in becoming self-complaint on timely basis as Microsoft comes out with patches every few weeks and in addition, there are patches which come from other database and application companies.

## Contact Us

### India:

316, Udyog Vihar,  
Phase-II,  
Gurgaon- 126016

### USA:

39159 Paseo Padre Pkwy  
Suite 303, Fremont,  
CA 94538

### Email us:

[sales@dcminfotech.com](mailto:sales@dcminfotech.com)

### Visit us:

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

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## Suggested Solution:

Our team of professionals assessed the customer's IT environment, third party applications and business processes based on which they broke down the customer's requirement. Since the customer wanted the capability of patching windows and Non-windows applications from the same package/ tool; DCM proposed IBM Bigfix that allows automated patching both windows and non-windows and quickly deploys and patches operating systems and third-party software with high first-pass success rates.

The IBM BigFix platform has a lot of functionality like identifying software and hardware inventory, doing license management etc. but the customer felt that it would be an overkill for their requirement. So we had to technically prove to them the complexities patching of third party software applications. Once they realized the complexities, they became more open to our solution design. So we did the pilot testing on few of their applications to roll out the patching process, once they were satisfied with the given results, customer bought the IBM BigFix license to implement the tool at their facility.

Our architects designed a multi-layered solution, deployed it on a Windows server and rolled it to all the end points. In this design we did automated group creation based on IT sub-nets for better visibility on distribution of endpoints.

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## The Benefits:

- With Bigfix implementation services, today the customer has faster patch deployments with more than 95% first time pass through rates within 72 hours of release of a patch by the OEM.
- Gained ability to thwart attacks and comply with RBI guidelines.
- Due to the layered approach the load on the network bandwidth, when the patches are deployed or when inventory has to be taken is quite low.
- Windows and non-windows patching all executed through one tool. Hence the employees of the customer don't need to learn multiple products for doing the same work.
- Since we executed the project remotely, the overall costs of the project were within the customer's budget.