

CYBER SECURITY



POSITION FOR THE FUTURE AND FOR GROWTH: CYBER SECURITY FOR DIGITAL AND CUSTOMER EXPERIENCE



Source: iStockphoto.com

CYBER SECURITY MUST BE EMBEDDED IN DIGITAL



OUR DIGITAL CYBER SECURITY SERVICES

- 1 Website & App Security (Mobile / Online)
- 2 Cloud Security (Identity / Digital ID)
- 3 Enable Secure Remote Work

ACROSS KEY ASPECTS OF DIGITAL

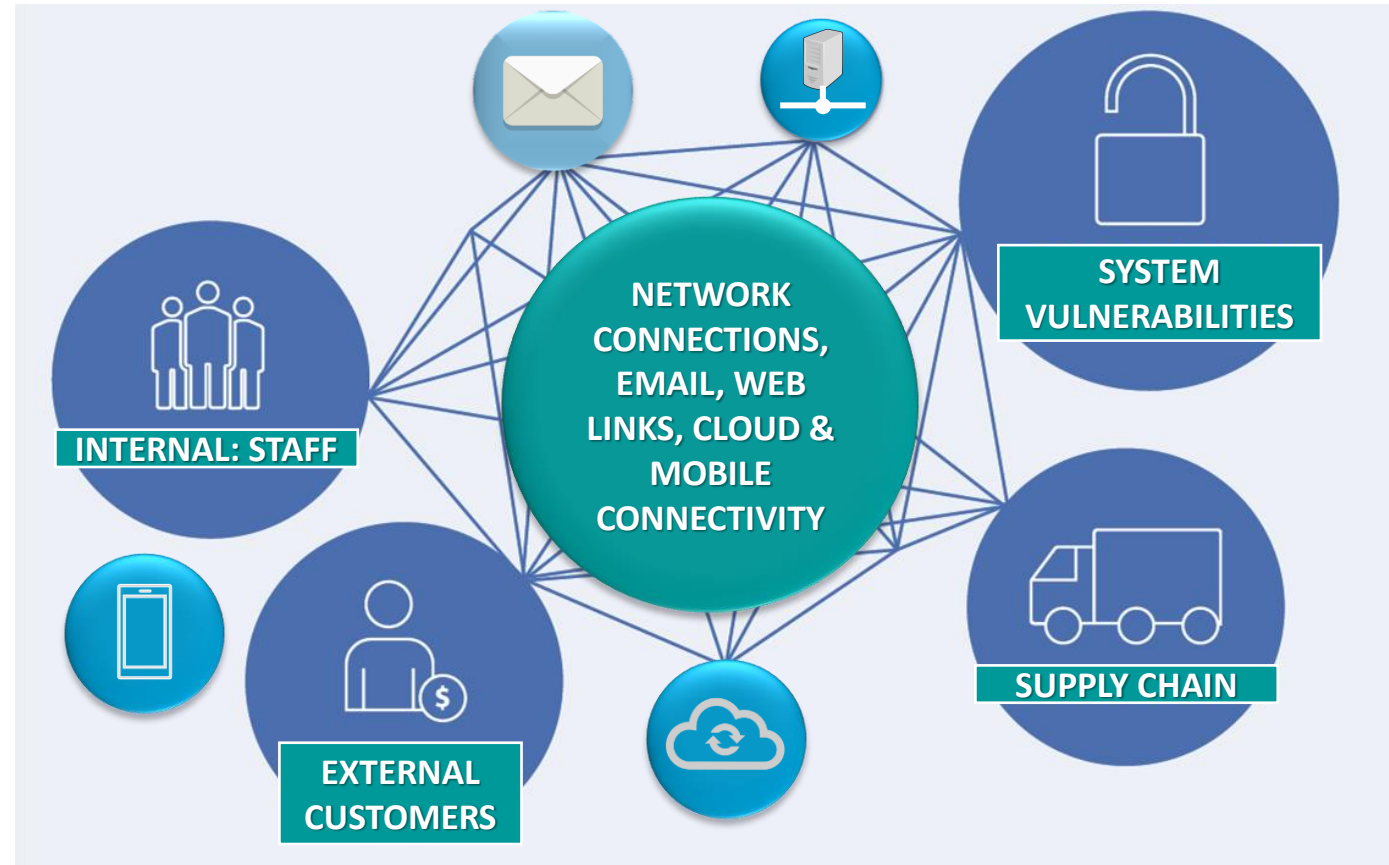


Source: Info-Tech Research Group

❖ Consider cyber security upfront as an enabler.

ADDRESS THE THREAT LANDSCAPE ACROSS ALL DIGITAL INITIATIVES

MAJOR ASPECTS OF A GREAT SEAMLESS CUSTOMER EXPERIENCE (CX) INCLUDE QUALITY, VALUE, **SAFETY**, CONVENIENCE, AND COMPLETENESS.



GOING DIGITAL SAFELY AND SECURELY



COVER ALL ASPECTS OF THE BUSINESS:

- ❖ CUSTOMERS
- ❖ STAFF OR EMPLOYEES
- ❖ SUPPLY CHAIN
- ❖ OPERATIONS OR PROCESSES
- ❖ TECHNOLOGY

SECURE ONLINE EXPERIENCE

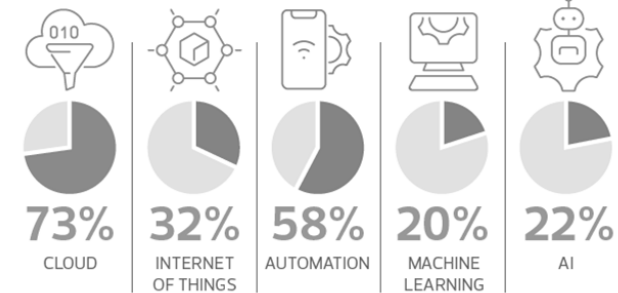
- ❖ Digital convenience – better customer experience or usability.
- ❖ Safe authentication and protect customer data.

APPLY SECURITY METRICS

- ❖ Tailor the Digital Experience – segment access based on risk profile.
- ❖ Identity and Access Management (DigitalID).
- ❖ Focus on Exception Management.
- ❖ Update and rethink cyber security processes and systems to enable the organisation to operate at Cloud speed.

ENCOURAGE INNOVATION

- ❖ Cyber Security for advanced tech:



COVER OPERATIONS

Build cyber security into:

- ❖ Customer Relationships.
- ❖ Production Processes, and
- ❖ Supply Chain Interactions.

Note: Digital means Cloud, online commerce, hyperconnectivity, mobility, and greater complexity.