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# COMPANY PROFILE

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# ABOUT THE COMPANY

Fullstream Business Services (FBS) is a preferred provider of technology and risk management consulting services. With a strong track record in delivering information security projects and services, our experience and knowledge enable us to simplify our clients' complex environments using globally accepted best practices. We strive to deliver enterprise value through the alignment of investments in business and technology. Our focus is on quality, risk management and excellence combined with a technology-agnostic approach.

*While many business and technology projects fail to deliver the required results, we help our clients increase the odds of the success of investments in technology and digitalisation by adopting structured risk-based, value-focused management practices.*

Our approach is to use scientific, tried and tested techniques, methods and toolkits to ensure that our clients minimise risk with their stakeholders and derive business value from their investments in technology.

## OUR SERVICE

### DOMAINS

FBS professionals are experts and leaders in their fields. We deliver success to our clients with results that endure long after our consultants have moved on. We strive to deliver enterprise value through the alignment of investments in business and technology transformation to business strategy.

Combining the many years of experience of our management team and our network of associates and partners, we are able to create winning teams to ensure the best possible results for our clients.

*Our services can be categorised into four domains – Business Consulting, Technology Management Consulting, Managed Services and Professional Training and Development.*

**TECHNOLOGY  
RISK  
ADVISORY**

BUSINESS  
**CONSULTING**

We develop business strategies, to help our clients achieve strategic objectives, innovation, growth, harness risk, reduce costs and leverage core competencies. We help them execute strategy, deliver value and ensure long-term success by creating sustainable solutions that continue delivering results long after the consulting engagement is completed.

MANAGED  
**SERVICES**

Through our access to best practice operating frameworks and standards, and experienced staff, we are able to offer a fully managed service for projects, and operation of various IT capabilities.

TECHNOLOGY  
**MANAGEMENT  
CONSULTING**

Our experienced and qualified consultants assist ICT service organisations demonstrate to their customers and stakeholders that their ICT services are provided in accordance with international best practices.

TRAINING  
AND  
**DEVELOPMENT**

FBS provides corporate professionals with a wide range of certified courses through our partnerships with PECB, VMEdu and EC Council. In-house, self-study and online training is available.

**OUR SERVICE  
DOMAINS**



# ENTERPRISE ARCHITECTURE

Our EA services are based on recognised frameworks and incorporate implementation of tools, governance processes and management systems. By working with our experienced and certified consultants to implement an EA, your organisation has an opportunity to plan for achievement of business objectives and strategy in a structured manner.

# DIGITAL STRATEGY

Our digital strategy services focus on applying advances in technology to improving business performance, whether that means creating new products or re-imagining current processes. We help specify the direction our clients take to create new advantages and mitigate risk with technology, as well as the programmes of action it will use to achieve these changes.

## GOVERNANCE RISK AND COMPLIANCE

GRC is the integrated collection of capabilities that enable an organisation to reliably achieve objectives, address uncertainty and act with integrity. We work with functions like risk management, compliance, internal audit, IT, as well as lines of business, executive suite and the board itself to drive principled performance.

## EXTENDED ENTERPRISE THIRD PARTY RISK MANAGEMENT

Manage and control every aspect of third-party risk including strategic, operational, technology, information security, regulatory, reputational and financial risk. Our experienced consultants help clients to gain a comprehensive view of extended enterprise risk.

## BUSINESS RESILIENCE

Business resilience is the ability an organisation builds to quickly adapt to disruptions while maintaining continuous business operations and safeguarding people, assets and overall brand equity. We implement business continuity arrangements based on international best practices to respond to all types of risk including cyber threats.

## BUSINESS CONSULTING



IT

INFORMATION

## GOVERNANCE AND ASSURANCE

Our IT assurance services help organisations assess the ability of information systems to safeguard assets, maintain data integrity, and operate effectively to achieve the organisation's objectives.

## SECURITY MANAGEMENT

By working with our experienced and certified consultants, to implement an ISMS, your organisation has an opportunity to plan for security threats, evaluate and rectify weaknesses, and improve your ability to respond to security incidents. Our information security management services are based on international best practices and standards.

IT SERVICE

## MANAGEMENT (ITSM) PROCESS IMPLEMENTATION

GRC is the integrated collection of capabilities that enable an organisation to reliably achieve objectives, address uncertainty and act with integrity. We work with functions like risk management, compliance, internal audit, IT, as well as lines of business, executive suite and the board itself to drive principled performance.

EXTENDED ENTERPRISE

## THIRD PARTY RISK MANAGEMENT

Our configuration benchmarking service helps you safeguard your organisation's systems, software, and networks against today's evolving cyber threats. Developed by an international community of cybersecurity experts, our CIS benchmarks provide configuration guidelines for over 100 technologies and platforms with both, network and web application components. We identify critical system weaknesses and drive the remediation programmes.

## TECHNOLOGY MANAGEMENT CONSULTING

IT

INFORMATION

## INFRASTRUCTURE MANAGEMENT

By working with our experienced and certified consultants, to implement an Infosec EA, your organisation has an opportunity to plan for achievement of business objectives and strategy in a structured manner.

Our consultants help to define business, process, organisation and technology architectures in line with established industry frameworks.

## SECURITY PROJECTS

The growing number of Information security initiatives, such as technology rollouts, framework implementations, or regulatory projects, has resulted in the need to better manage these investments to achieve ROI.

We use structured methods to deliver projects that implement and embed security controls and deliver the expected benefits.



TECHNOLOGY  
MANAGEMENT  
CONSULTING



STRATEGIC PROGRAMME  
DELIVERY /  
**PROJECT  
MANAGEMENT OFFICE**

Our team of consultants ensure a successful project management office is set up within your organisation which acts as the backbone of any successful project management approach in any organisation.

Key services within the project management office include project governance, transparency, delivery support and traceability (documentation management).

MOBILE THREAT  
**DEFENSE AND  
ANTI-PHISHING**

Our anti-phishing AI detection engine proactively determines the reputation of sites on the Internet and informs users of phishing attempts: It detects and protects against app, device and network threats on mobile devices and compromise of data resulting from risks on such devices. It detects and protects against phishing across work and personal email, text messages, messaging apps, social media, or any other app that may be used to trick a user into exposing their credentials or downloading something malicious.

INFORMATION  
SECURITY SOC / SEIM  
**MANAGEMENT  
SERVICES**

Security Information and Event Management (SIEM) technologies play a vital role in assisting clients to:

- detect and respond to IT security threats and breaches
- mitigate risk
- ensure compliance.

Our SOC/SIEM service gathers security data from all critical assets residing on client networks and presents data as actionable information via a single interface available to management.

**MANAGED  
SERVICES**



# RESOURCING MANAGEMENT

Through our recruitment outsourcing business, and network of skilled associates and partners, we provide skilled IT professionals to supplement existing client projects and operational teams.

Our access to best practice operating frameworks and standards and to specialist training programs allows us to offer a fully managed service for specialist capacity augmentation for various IT capabilities

# WEBSITE PROTECTION

Ensure application availability by preventing data breaches, bot attacks, and DDOS attacks while protecting end users and devices.

## MANAGED SERVICES



# TRAINING AND DEVELOPMENT

FBS has made professional training an integral part of its services provided. We provide corporate professionals with a wide range of certified courses including public training, in-house training and self-study courses. In-class or online training programmes are also available.

Through our partnerships with the Professional Evaluation and Certification Board (PECB), VMEdu and the EC Council, we offer a selection of course topics which include:

- Certified Chief Information Security Officer,
- IT Management and Governance,
- Portfolio / Programme / Project Management,
- ISO 20000 ITIL / IT Service Management,
- Information Security (ISO 27001),
- Application Security,
- Business and IT Continuity (ISO 22301),
- Enterprise Risk Management,
- Six Sigma Process Improvement,
- Certified Ethical Hacker (CEH),
- Encryption Specialist,
- Licensed Penetration Tester, and
- Certified SOC Analyst (CSA).



TRAINING  
AND  
DEVELOPMENT





## INDUSTRY EXPERIENCE

## WITH **PUBLIC SECTOR**

Recent examples of our work in the public sector over the past several years include:

- IT Security managed services,
- IT Risk Management and Internal Audit services,
- Project and Programme Management services,
- Project Management Office environment,
- Designed and implemented Information Security and IT Risk Management processes,
- IT strategy development,
- Implemented IT Service Management System including governance, processes and technology solutions,
- Conducted IT Governance training based on ISO 38500, COBIT5, ISO 20000, ISO 27001 and ISO 22301,
- Conducted risk assessments and recommendations roadmaps,
- Developed Enterprise Architecture framework and implemented Enterprise Architecture toolset, and
- Developed Identity and Access Management policy and implemented Identity and Access Management technology.



## INDUSTRY EXPERIENCE

# WITHIN **FINANCIAL SERVICES INDUSTRY**

Recent examples of our work in the financial services industry over the past several years include:

- Information Security Governance managed services,
- Business Continuity and Disaster Recovery strategy,
- Information Security assessments,
- IT Governance, Information Security and Business Continuity policies, standards and guidelines,
- PCI-DSS related services,
- IT Service Management (ISO 20000) implementation,
- Cyber Infrastructure Hardening,
- Disaster Recovery testing exercises,
- Enterprise Risk Management,
- Third party Risk Management, and
- Board and Executive level reporting.



## INDUSTRY EXPERIENCE

## WITHIN RETAIL INDUSTRY

We have conducted multiple projects in the retail industry over the past several years some of the recent examples include:

- Business Continuity and Disaster Recovery strategy for national cosmetics retail company,
- Implemented Information Security (SOC) tools and processes for multiple retail clients of a large cloud service provider to the retail industry including:
  - Penetration Testing toolset,
  - SIEM AlienVault,
  - Antivirus – MacAfee,
  - Vulnerability Scanning – Nessus,
  - Development of IT Governance and Information Security policies and processes;
  - Implementation of a Business Continuity Management Service,
  - Various PCI-DSS related services,
  - IT Service Management (ISO 20000) implementation
  - Cyber Infrastructure Hardening, and Disaster Recovery testing exercises.

# NOTES





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