Non- Profit Case Study

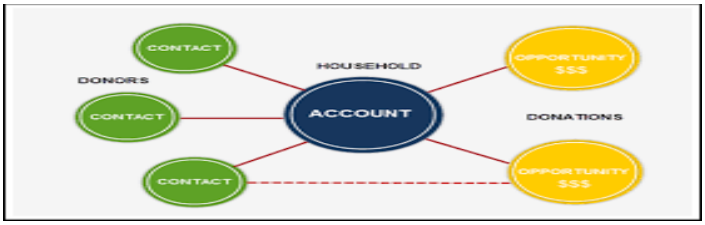
Use Case 01

Major Challenges	Scope Of Project	Outcome
Every day the Customer's network processes large volumes of valuable data. To enhance security protection of its extensive network, the Customer purchased two IBM® Security Qadar consoles that handle 8K EPS (events per second) each.	Satisfied with the demonstration of the tool, the Customer required a license key for a two-week trial. During the trial period, the Company's security specialists generated a Health Check report that highlighted a number of Qadar performance, log quality and insufficient tuning issues.	Positive experience in the use of QLean during the trial period persuaded the Customer to purchase two licenses with EPS amounting to 16K in total.
As the SIEM systems had to operate data from multiple log and flow sources, they risked suffering from security event omission, low performance and heavy reports.	To address the issues in due time, the security team took advantage of the offer to send health check reports over to Science Soft's security consultants. Based on this report, our information security specialists outlined the problems that needed particular attention to boost the efficiency of the two QRadar systems: A>Large execution time of certain custom rules due to their faulty logic B>Data integrity issues caused by disabled event log hashing. C> Lack of free memory on the QRadar consoles D>Error/inactive state of log sources. E> Insufficient audit configuration.	Furthermore, as a part of 12 months support package, Science Soft is planning to provide two custom features: A>An additional Health Marker that indicates inactive or error state of certain log sources. B>The ability to set up the threshold value for the percentage of devices that are in inactive or error state (for example, QRadar generates an alert when 10% of log sources in question are in error state).

Use Case 02

Major Challenges	Scope Of Project	outcome
Outdated framework: The apps were based on the Cocoon.io framework, which ended at the beginning of 2019. The outdated framework didn't allow updating the apps for the latest versions of Android and iOS.	The Customer commissioned the migration, the team performed code optimization and bug fixing. After that, team examined the mobile applications and troubleshot several slow-running Microsoft SQL Server queries to fix performance issues.	The Customer obtained modernized applications, which worked faster and supported the latest versions of Android and iOS. Besides, the new functionality made the apps more convenient and flexible to use. And due to database and Azure App Services optimization, the app maintenance costs decreased by 4 times.
Performance issues: The apps' response time was slow, for example, it took more than 5 seconds for a teacher to open a list of pupils.	Then the team analyzed the Customer's resources on Azure. It turned out that two databases were close to the limit of the allocated storage, which brought about high maintenance costs. To reduce the costs, our team optimized these two databases by deleting unnecessary elements like duplicated and inactive accounts or non-relevant training progress records, diplomas and reward charts. They also optimized several Azure App Services to reduce maintenance costs further.	
High maintenance costs: The Customer used Microsoft Azure services for hosting and data storage. The Customer's use of the services was not efficient enough, and they experienced high expenditures.	team also made changes to the functionality of the teacher's interface of the training apps. They enabled reassigning pupils to different teachers and binding a backup account in case a teacher was unavailable. The team also made it possible to delete pupils and teachers from the system and allowed teachers to view their own profiles.	

Use Case 03



Major Challenges	Scope of Project	Outcome
The Customer decided to migrate their IT infrastructure into the cloud and subscribed to the Microsoft Office 365 suit. Earlier, the infrastructure comprised multiple standalone applications, and each of them required separate logins and logouts with individual passwords. The Customer wanted to streamline the workflows and adopt the single-password approach with the new Office 365. To start with, the Customer turned to Science Soft for migrating the log-in / log-out application to the SharePoint online platform, a part of Office 365.	Bringing in more than 9 years of SharePoint consulting and development, our team ensured seamless migration of the log-in / log-out application and its integration with the Saratoga Bridges corporate intranet. The application makes up a critical part of the Customer's workflows, as it serves as a self-discipline tool for employees. Within the application, healthcare specialists are able to log their clock-in and clock-out times and track overall working hours. The administrative staff can monitor each employee's working time and create customizable reports.	team of SharePoint developers migrated the log-in / log-out application for Saratoga Bridges's employees into the cloud and integrated it with the Customer's corporate intranet within the planned timeframe and budget.