du's Business Success is Enabled by Archer® Suite

A Key Player in UAE's Vision

In 2010, the "UAE Vision 2021" was launched to make the country a world leader by the Golden Jubilee of its union. In order to translate the vision into reality, six national priorities were identified as key focus areas in the government's National Agenda. One of the six highlights the importance of infrastructure—including being recognized as a global leader in telecommunications—to enable the UAE to become a frontrunner in the provision of smart services.

As the Strategic Partner for the Smart Dubai Platform—announced in 2016, du brings a thorough know-how of Dubai's landmark approach to smart cities, exemplified by the company's ongoing smart city initiatives, continuing investment in smart infrastructure and long-standing support of entrepreneurship and fostering innovation. In delivering the Smart Dubai Platform, du will pioneer a cap-ex free, flexible, partnership-based business model that is unlike any platform-based city model operating in the world today.

As a demonstration of the criticality of data protection to its business—and to further elevate du's contribution toward accomplishing Vision 2021—the company created the Technologies, Security, and Risk Management Department (TSRM) to monitor, manage and define the strategy for end-to-end data security.

Ibrahim Al Mallouhi, du's vice president of security operations, explains, "TSRM's charter is a direct result of our focus on business-driven security. The department's operations span day-to-day data protection, enterprise-wide security operations oversight, regulatory policy and risk management compliance, as well as emergency remediation when suspected malware is detected."

Managing Risk As a Core Competency

One of TSRM's first actions was the identification and deployment of a global risk andcompliance (GRC) software solution to enhance labor efficiency and enable the companyto achieve faster time to value. Al Mallouhi reflects, "Being the trusted

Customer Profile

du is a vibrant and multiple award winning telecommunications service provider serving 9 million individual customers with its mobile, fixed line, broadband internet and home services over its 4G LTE network. du also caters to over 100,000 UAE businesses with its vast range of ICT and managed services.

guardian of our customers' data is at the core of our company's success, consequently GRC is a mission-critical function for du. We needed a way to efficiently monitor our adherence to regulatory standards; evaluate, assess and mitigate risk; and report all of this information to senior management."

A Well-Matched Path

Based on industry analysts' reports, the top solutions were evaluated and compared by the TSRM staff. "In addition to being the leader, we aligned with Archer Suite's roadmap; it was very clear that the company puts a great deal of effort into studying the threat landscape and ensuring the interoperability of its solution suites to enable enterprises to take security to the next level," recounts Al Mallouhi.

He continued, "We chose Archer Suite because of its breadth, depth, adaptability, ecosystem, track-record and strategic value. Quite simply, it dovetailed with our strategy roadmap and we like that it offers a wide variety of capabilities enabling the horizontal expansion of security knowledge across the infrastructure."

To optimize impact and to maximize the value derived from each stage, the TSRM team adopted a phased approach by first implementing the Archer Suite's task management functions, then development management features, after that the business continuity capabilities, and on through to the data and control configuration.

Everyone Owns Risk

Being cloud-enabled, Archer Suite easily supports du's evolving infrastructure and facilitates enterprise-wide visibility into the performance of the organization against a set of risk-related key performance indicators.

"du's management is delighted with being able to instantly access a dashboard—at any time— to see the latest top-ranked risks being faced by the organization," notes Al Mallouhi.

He adds, "We have succeeded in inspiring everyone to take ownership of risk; all of du's employees are leveraging Archer—even the human resources department!"

Supporting the Country's Goals

Archer Suite is at the heart of du's operations for risk management, and is driving both the accomplishment of maturity standards as well as the business plan for security management and enterprise risk mitigation; scaling with du's growth to support Vision 2021.

Al Mallouhi summarizes, "Across du it is every employee's responsibility to address risk. Archer Suite is considered to be mission-critical to our business success, and in turn, du plays a pivotal role in our country accomplishing its vision."

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About Archer

Archer, an RSA company, is a leader in providing integrated risk management solutions that enable customers to improve strategic decision making and operational resiliency. As true pioneers in GRC software, Archer remains solely dedicated to helping customers understand risk holistically by engaging stakeholders, leveraging a modern platform that spans key domains of risk and supports analysis driven by both business and IT impacts. The Archer customer base represents one of the largest pure risk management communities globally, with over 1,500 deployments including more than 90 of the Fortune 100.