Merlyn SEAL Labs & Consortium

Creating the value eco-system around your IT...

Mission statement:

➢ Trained to clinically neutralize any IT Risk & Governance vulnerability before it attempts to strike...

➢ Be a value addition in process automations and technology enablement...

The Chess Board

"The weak don't survive, the strong survive, you make alliances with the strong, you are able to maintain peace by being strong." - Benjamin Netanyahu (Prime Minister of Israel)

IT is dynamic, hence, one needs to keep changing the game - take over the reigns & finish the war. Make your IT fortress impeccable

Objective:

- Be your trusted advisor for decisions around overall IT management, investments, business process automations and application developments
- Provide verified Process and Policy improvements/implementation services
- Create a value eco-system around IT Lifecycle Automation Management Services and Optimisation, Process Automation and Technology Enablement
- Provide regular and sustained support towards Controls Evaluations and Diagnostics thereby providing a Risk-free IT environment
- Provide recordable and measurable instances of cost saving through optimised usage of Software and Hardware, including monitoring of assets and rotation
- Help in making IT Governance the key lever for cost rationalisation and contracts management
- Showcasing different business process automation possibilities.
- Talk about various latest technologies in the market and adaption methodologies.
- Provide regular and sustained support towards business process automations and application development
- Provide effective and customised automation capabilities to drive long-term cost advantage and technology sustenance

Executive Summary

What are we discussing - IT Governance

- Process and Policy alignments as per ISO 19770
- Controls Review and alignments based on ISO 19770 recommendations
- Baseline to ISO 19770-1, 02 and 03
- Where all we add value with ISO 19770 and align it with Lifecycle Process Automations
- Organisational Management Process for SAM/ITAM
- Lifecycle Process Interfaces
- Return over Investment
- Efficiency/Process Improvement
- IT Asset Lifecycle Management and Rolling Stocks
- IT Risk Management and Mitigation
- Legal Risks/Operational Risks/Reputation Risks
- Licensing and Contractual Obligation Advisory
- IT Due-Diligence - M&A

What are we discussing - ERP

- Awareness of different available technologies.
- An insight of business processes and possible automations in the same with the help of technologies.
- Guidelines in regard to technology selection, applicability and adaptation of the same.
- A cost benefit analysis of the implementation for any application.
- A systematic methodology of implementation and adaptation of the automated system.
- User preparation via training, awareness and acceptance workshops.
- End to end support for a seamless migration from the old to the new process.
- Post implementation support and troubleshooting.
- Upgrades in regard to patches and notes.
- Cater to further enhancements and developments.
- A complete SLDC support for automation of any business process.

So what have we done so brilliant…

Nothing Much...

Just our modesty!!

The Differentiators :

❑ We work on niche and boutique opportunities that keeps us be close to our customers and provides us the unique ability to tailor-craft solutions

❑ Keep track of the market to identify Products, Solutions and Services that are anticipated to showcase promising results

❑ Not all that is expensive has to be good, at times, the dark horse is the somewhere within the crowd. And we are eagles

❑ Our addiction to Open Source - makes us greedy for our quest to unearth some treasure

❑ We start from the scratch and build our story with our own collective experience

❑ Regardless to say - we believe in making mistakes - but never repeat the old one.

❑ Networking is our forte and people our asset

❑ Last but not the least - we have ants in our pants

So what have we achieved against all odds...

Surgical Strike:
Penetrated deep into our
customer, maintained
low altitude, blow-up all
hurdles and generated...

IT Governance

Policy and process alignments

- Implement Policy for IT
- Implement Policy for HR
- Implement Processes for IT team based on policies and manage IT floor logistics
- Implement Processes for HR team based on policies to be accountable in syncing resourcing with IT floor logistics

Controls reviews and alignments

- Review of all logical, manual and automated controls as per adopted policy
- Realignment of all access controls on need base approach with documentation and approvals
- Review of all restriction controls as per adopted policy framework

ISO 19770-1, 2 & 3 review and implementation

- ISO 19770-1: A process framework for software asset management implementation satisfying corporate governance requirements ensuring effective support for overall IT service management
- ISO 19770-2: Data standard for software identification and tagging. This provides authoritative identification information for installed base of software which is accurate and measurable
- ISO 19770-3: Data standard for software licensing entitlements. This provides authoritative information about licensing

IT Governance

ISO 19770 components & Lifecycle process alignments

Organisational Management Processes for SAM
- Corporate governance processes
- Roles and responsibilities
- Policies, Processes and Procedures

Core SAM Processes
- Software Asset Identification
- Software Inventory Management
- Software Access Controls
- Asset Record Verification
- License and Security Compliance
- Relationship and Contract Management
- Financial Management
- Service-level Record Management

Lifecycle Process Interfaces
- Change Management
- Evaluation and Procurement Management
- Software Development Management
- Software Release Management
- Update and Patch Management
- Software Deployment & Retirement Management
- Incident Management
- Problem Management
- Retirement Management
- Exception Management
- IT Asset Management

IT Governance

IT Asset Lifecycle Management & Rolling Stock

- Complete Asset Tagging and Tracking
- Records of all Servers to be managed
- Inventory Tools and Supports to be deployed for automated tracking
- Asset naming conventions to be regularised by employee or asset tag or location or department
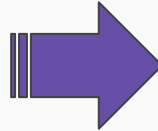
IT Risk Management & Mitigation

Commercial Risks
- Over-all procured Software and Hardware assets
- Over-paying or Over-Restrictive IT Management
- Over-Licensing or Software non-compliance

Legal Risks
- Use of unauthorised, pirated or counterfeit software licenses
- Pay expensive legal settlements costs for legalisation

Operational Risks
- Non-technical support, patches, malware and security updates
- Lack of controls, and additional support and delay in delivery of services

Reputation Risk
- Unfavourable publicity and subsequent adverse effect
- Legal actions, costs and penalties

Set the ball rolling...

Identify Deployments
- Provide Product/publisher specific licensing view
- Prepare adequate software deployment summary
- Ensure 100% coverage of assets, including rolling stocks
- Identify the presence of malicious codes, cracks, illegitimate license keys, counterfeit software, etc

Identify present & past procurements
- Provide accurate listing of software license entitlements
- Provide access to online automated dashboards for regular review of entitlements
- Review and interpretation of contracts

Implement processes and train resources
- Implement effective processes as per ISO 19770
- Provide industry benchmarks and prepare roadmap for all possible improvements areas for review and implementation
- Help management take informed decisions proactively to any third-party audit requests

Real time dash-boarding for compliance monitoring
- Real time dash-board for online software license compliance
- Generate customised reports

Return over Investment
- Under deployed licenses
- Wrong Purchases
- Missing Licenses

Efficiency/Process improvement
- Improving ITAM processes
- Policy Management
- Technical Controls

Non-Compliance Risk Reduction
- Prudent & Monitored usage
- Effective Restrictions
- Lifecycle Management

Licensing & Contractual Obligation Advisory

- Declining revenue & IP Protection initiatives at major software publishers and shrinking IT budgets have created an explosive growth in publisher-initiated software audits and legal actions, including seeking penalties and damages
- Regardless of whether your company is under investigation by a software publisher or under litigation, you have an independent obligation to achieve software compliance in your business. In most businesses, this means adopting new corporate policies, placing tighter restrictions on desktop users, and instituting best practices for documenting software purchases. It is imperative for businesses to avoid the cost and risk of an audits
- Preparing an effective and comprehensive strategic response to any adverse situation and setting the tone with the software vendor, structuring the terms of the audit, protecting your company's rights, and achieving the best possible resolution is vital
- It is imperative to understand and be aware of complex contracts and "Right to Usage" obligations before getting signing the contract

Scope of Service - IT Governance

Will implement and manage a full-scope IT Governance Managed Automation Platform that would provide a complete Enterprise-Wide End-to-End Solution towards:

- IT Risks and Contingencies originating from non-progressive IT Asset (SW/HD)
- Asset Lifecycle Planning and Automation
- Policies, Processes and Frameworks implementation (ISO 19770 based)
- Asset tagging & mapping, complete automation of the software licensing environment
- Procurement Assistance
- Tooling Support & Management

IT Automation & Business Re-engineering

ERP Advisory:

- Acknowledge different ERP Products available in the market complying to the customer requirements and technology platforms suitable
- Feasibility analysis of available products and also a cost benefit analysis with a tangible ROI against the products
- Considering the Open Source ERPs available and features they provide.
- Licensing management of the standard ERPs and also Open Source ERPs
- Integration possibilities for different ERPs with other platforms and custom software
- Technical and Functional Consultancy for different ERP Products
- ERPs upgrading to adapting ML, AI etc. which are making the standard ERPs stronger and more capable feature wise
- Benchmark strategies for project implementations and also different support models including change management and training programs
- The Standard ERPs available are as follows: SAP, SAP HANA, Oracle, MS Dynamics, Ramco
- Open Source ERPs available are Zoho, ERPNext, WebERP, ADempiere. We take care of customization on the same and account management of the same.

IT Automation & Business Re-engineering

Non-ERP Automations:

- Atomization of independent business processes through customized softwares and applications
- The applications can range from simple accounting, Invoicing system, inventory system, production planning systems etc. can be considered for automation
- Business automation can be a part of some new business process initiative like E-Commerce, B2B or B2C channel business. Information Technology acts as a business enabler in such cases
- End to end understanding of the process and analysing the best fit solution for the same
- MIS Systems and Analytics for business is also enabled by different IT tools like Tableau, KlipFolio, Qlik etc
- Mobility applications based on Android and Ios platforms are of great utility on date. Interactive SMS are also a very useful interface today
- We also cater to latest technologies like Artificial Intelligence, Machine Learning, Internet of things, Chatbots
- We help the organisation in the change management in the organization and conduct adaptability and training programs

Infrastructural and Hardware Advisory:

- Information Technology Infrastructure setup and the hardware profile for the organisation is always a justifiable expenditure for consideration.
- Having multiple players for hardware products in the market, it is a call to an experienced consulting where and in what to invest.
- Ranging from CAPEX materials like Server portfolio and Network establishments to different OPEX opportunities for the Infrastructural profile is what we cover in this portfolio.
- Currently the new changing Infrastructural profile bring in cloud computing and different OPEX Service and hardware options which we put across the table for consideration.
- Information security and compliance is a major element of consideration which we emphasize on as an advisor.
- A reliable IT Security strategy and a hardware layer in the organisation for enablement of the same is what our advisory is in this aspect.
- End of all optimization on the hardware profile in regard to the assets and cost effectiveness is what we look ahead to.

Back-up Management and Advisory:

- Providing the organisation with a Secured and protective backup and recovery solution to ensure full security of the organisation vital data.
- Acknowledge different backup hardwares and backup tools available like VMWare, Symantec, MS Active Directory etc.
- Provide a backup strategy and recovery policies to the organisation for a full proof system integrity.
- A SOP in sink with the backup Policy and IT Strategy is always required to be formulated with a corresponding cross verification and check via internal and external audit of the same.
- The backup strategy makes up to an integral part of business continuity policy in the organisation.
- Time to time revaluation and amendments in the policy is what is desired for keeping the organisation encircled in within the scope of the IT policy.

Disaster Recovery Management and Advisory:

- Acknowledge the organisation with the DR necessities and educate the same for the GRC prerequisites
- Bring in the benchmark technologies and strategies for establishing a proper DR
- Provide guidelines for and travel the organisation through the Project lifecycle for a DR Project.
- Built up a strategy for DR as an organisation policy.
- A SOP in sink with the DR Policy and IT Strategy is always required to be formulated with a corresponding cross verification and check via internal and external audit of the same.
- The DR strategy makes up to an integral part of business continuity policy in the organisation.
- Periodic revaluation and amendments in the policy is what is desired for keeping the organisation encircled in within the scope of the IT policy.
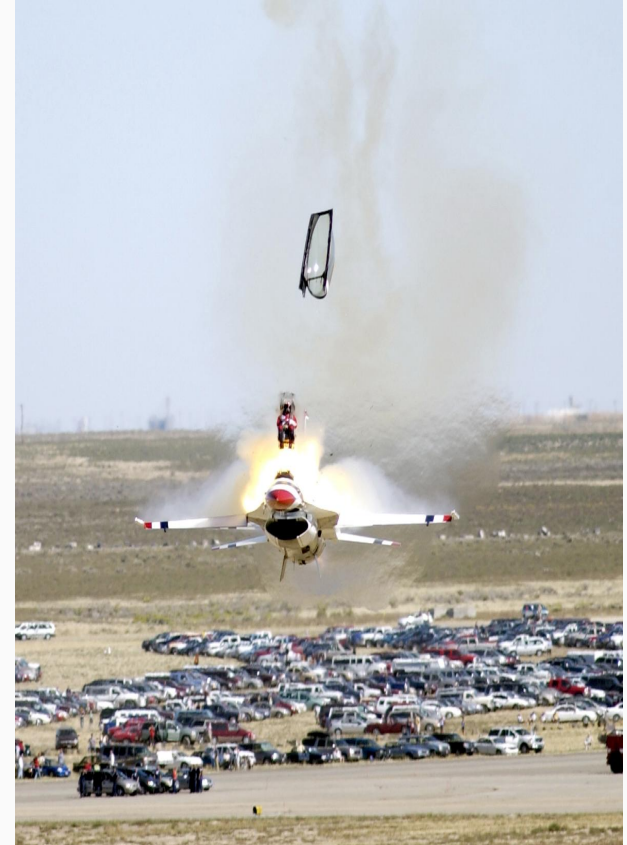
How are we known
in the industry

- "Mossad" -

Supratik Chandra
Chief Consulting Officer
(Governance-Compliance) at
Merlyn SEAL Labs

SAMRAT SARKAR
ERP Technology Evangelist

Supratik Chandra

I am a goal driven professional with 20 years of extensive Sales, Program Management, IT Governance/ITAM/SAM, Compliance Management, Risk Management, Services Sale, Revenue Generation, Business Development, Marketing Management, Market Research & Analysis, Account Management, Vendor & Customer Management and Operations Management experience across APAC.

My experience gives me a holistic perspective across the vast spectrum of IT including, IT Risk, Governance and Compliance, Software License & Services Sales, Information Security Consulting, Software Lifecycle, Technology Risks, Intellectual Property Risks, IT Policy & Governance, Asset Management, Compliance Investigations through Audit & Review, Privacy and Confidentiality, Legal Risk & Regulatory Affairs and Procurement (including assisting customers in procuring the right technology).

Incubated the IT Risk-based Software License Sales and Solution business for software majors and grew the business manifolds. Collaborated with resellers and partners to gain deeper penetration in the market.

Have had held revenue roles where my responsibility was to programmatically identify and provide solutions around IT risk management in enterprise accounts, analyze complex IT contracts, sales management through resellers/distributors, understand competitive scenarios & business intelligence, drive high-value negotiations, manage business ethics & protocols and leverage C-level relationships.

I am experienced in identifying, developing and managing strategic programs to enhance an organisation's capability to meet legal and contractual obligations and manage IT & security risks. I am also a Certified Lead Auditor ISO 22301:2012 Business Continuity Management Systems.

Samrat Sarkar

I am an Information Technology professional with experience of different process industries of around 15 years. I have a versatile and detailed experience of process automation. Analysing operations in different verticals like Accounting, Sales, Purchasing, Manufacturing, Project based industries and Human Capital management and suggesting possible automation has been my genre of expertise.

My experience gives me a perspective across the whole application development environment. Starting from basic development platforms like .NET,VB,VC++ on any kind of database like Oracle,MS Access,MS Sql to latest Mobile Application development platforms for Android and Ios platforms.

Organisations today prefer to have a centralised ERP System for Transactional and MIS data . ERPs as solution include standard ERPs like SAP S4/HANA, Oracle, Ramco etc to open source ERPs like ERPLink, Zoho etc. My responsibility has been analysing the requirements in an organisation and workout the best fit ERP solutions.

Lately predominant technologies like Artificial Intelligence , Machine Learning, Manufacturing Equipment System, Chatbots, Block Chains are bringing in new dimensions to business in the organisations. Leading to faster decision making, better customer satisfaction and exploring different channels for business growth are enabled by the new technologies.

Have been involved in formulating Information Technology Strategies keeping in sync with the organisation goals and business strategies. Elements like Backup Management, Disaster Recovery, Business continuity, Multiple support levels are few of the mentionable elements I have worked on.

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Thank you…