



# Security Administration Services

Increase responsiveness to end user requests while increasing control and reducing costs

Today's competitive business environment requires the highest levels of end user productivity to help differentiate companies and provide competitive advantage. Users depend on access to critical enterprise applications and systems in order to perform their jobs. Yet at the same time, the number of systems, applications, and overall complexity of corporate IT environments continues to grow. At TechTeam, we provide Security Administration Services to support hundreds of thousands of end users around the world. Our support personnel are experienced in security services and identity and access management fundamentals, and provide value by focusing on continued process enhancements.

## OUR SOLUTION

TechTeam Security Administration Services encompass activities across a broad range of user accounts, applications, systems and directories:

### Security Administration and Access Management Services

- User account creation and employee on-boarding, across multiple systems and applications
- Modifications and changes to employee permission levels and systems – permanently, or on a per project basis
- Password management
- Account deletion and employee off-boarding

### Accounts / Applications / Systems Supported

- Windows desktop/laptop accounts
- LDAP, Active Directory updates
- Shared folder access on the corporate LAN
- UNIX and Linux
- NT Server accounts
- Corporate email
- Remote access – VPN security and authentication credentials
- Access to legacy mainframe host systems
- Enterprise applications based on Oracle, SAP, and others

## OUR SUPPORT SERVICES

User account creation / deletion

Permission and access modifications

Password management

Employee off-boarding / on-boarding

## YOUR BUSINESS NEEDS

- Responsiveness to end user requests
- Adherence to corporate security policies and standards
- Effective end user management across multiple applications, systems, accounts, and directories
- Enforcement of proper authorization levels
- Regulatory compliance – process documentation and management reporting
- Lower costs through automation and best business practices

## OUR PEOPLE

Our Security Administration team members are highly trained in identity, access, and security management and bring a wealth of hands-on experience working with end users to fulfill IT administration requests. Our service delivery management team members are ITIL and Lean Six Sigma certified, and bring a passion for process improvement and the sharing of best practices. Our people are available 24x7x365 with support for up to 32 languages.

## OUR PROCESS

Even though many companies use similar desktop applications and IT systems, our experience has shown that no two organizations are alike. We work closely with each of our clients to identify the process enhancements and quality improvement opportunities that will deliver the most benefit. For companies with inconsistent IT administration policies, we discover the most effective practices and leverage them across the entire enterprise. For companies with ad hoc policies implemented by individuals at remote branch locations, we define and document a streamlined process that delivers enhanced results.

Our Security Administration team also works with post-merger/acquisition companies to reconcile overlapping resources. We help them consolidate their security function while delivering exceptional cost savings.

In addition, our team provides insight on regulatory compliance. We help our clients identify and document critical IT end user processes required to comply

with industry regulations such as Sarbanes Oxley. Whether companies require a resource for simple password resets, or need expert assistance with complex identity and access needs, our Security Administration practice has a proven track record of success.

## FLEXIBLE SERVICE DELIVERY OPTIONS

Delivery models to meet security requirements, performance targets, and budget:

- On site at your location
- At TechTeam locations, including on shore/near shore/offshore
- Within a separate, secure area requiring keyed access if required
- Any combination of the above
- Bundled as a part of a managed service/service desk solution, or as a stand-alone solution
- Customized support from a wide portfolio of service offerings
- Expanded coverage to 24x7x365 as shared or dedicated services
- Multilingual support in 32 languages
- Complete management of the telecom infrastructure, including toll-free numbers and calling cards
- Software independent; experience with all major platforms
- Multichannel support; phone, email, fax, web
- Specialized support analysts certified in regulatory compliance
- Customizable reports

## BENEFITS

### Cost savings

- Reduce costs: Our economies of scale enable cost savings over in-house programs
- Consolidate operations: Transfer security administration functions from multiple, separate divisions to an enterprise-wide approach

### Improve service levels

- Streamlined processes and best practices ensure faster response to end user requests and improved access to applications and services

### Focus

- TechTeam's focus and expertise provide increased accuracy and precision

### Manage risk

- Understanding of regulatory issues enables companies to reduce risk

### Options

- Flexibility of locations and delivery models ensures the right approach at the right price

**TECHTEAM GLOBAL, INC.** is a leading provider of IT outsourcing and business process outsourcing services to large and medium businesses. Founded in 1979, TechTeam has nearly 2,100 employees across the world today, providing IT support in 32 languages. TechTeam's common stock is traded on the NASDAQ Global Market under the symbol "TEAM." For more information, call 800-522-4451 or visit [www.TechTeam.com](http://www.TechTeam.com).



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