

Utilities Sector Case Study

How an Australian Utility widely adopted an efficient vulnerability management system

The business problem

- Manual assignment & tracking of remediation tasks
- Ownership issues in vulnerability remediation
- Difficulty in determining prioritisation of workload
- Limited understanding of risk posture
- Absence of automation for change records, exceptions management & reporting

The solution

- Automated, accurate work assignment
- Automated process to raise change records for patching
- Clear ownership for vulnerability remediation
- Consistent identification and prioritisation of vulnerabilities to remediate
- Effective exception approval and workflow

The outcomes

- Enhanced user satisfaction and adoption of improved processes
- Decreased mean time to remediate vulnerabilities
- Reduced time for vulnerability report generation

90%

Reduction in actionable items

17,000

Open VIs grouped into 1.6k tasks, 16 were Critical

Testimonial

"Excellent SME knowledge (from Enable), well understood requirements, and solid solution delivered." - Client Project Manager

servicenow. Modules

<input type="checkbox"/> CSM	<input type="checkbox"/> ITSM	<input type="checkbox"/> SPM
<input type="checkbox"/> IRM	<input checked="" type="checkbox"/> SecOps	<input type="checkbox"/> Integration Hub
<input type="checkbox"/> FSM	<input type="checkbox"/> ITOM	<input type="checkbox"/> ITAM
<input type="checkbox"/> HRSD	<input type="checkbox"/> App Engine	<input type="checkbox"/> Connected Ops