

How Sycomp Engaged FireMon for a Strategic Enterprise Win

As a proactive partner, Sycomp brought in FireMon to add frictionless security automation to the customer's existing workflows, delivering value for all the stakeholders – the customer, Sycomp and FireMon.

The Challenge

The well-established leader in customer relationship management (CRM), Salesforce has continued to experience phenomenal growth. The company knows that application delivery is key to their customers, and their overarching business need is to provision applications to customers rapidly while accounting for security and compliance.

To enable efficient delivery of services at the scale and quality standards they had set for themselves, the company had developed a number of automation processes. Salesforce sought to further enhance the processes by incorporating a mechanism to perform risk and compliance checks in real-time. Their aim was to:

- Reduce application provisioning by days
- Inject security and compliance checks with zero impact to their automated application provisioning workflows
- Deliver real-time customer access to applications

The Products

- Security Manager
 - Policy Planner
 - Policy Optimizer
- +elements of automation within their cloud environment



Customer: Salesforce

Website: www.salesforce.com

Region: West

Vertical: Cloud-based software

Deal Value: \$4M over three years

New Logo / Existing Customer: New Logo

Sales Cycle: 10 months

Sales Best Practices: Consultative sales rather than product-focused; engaging with a trusted partner that enhanced the sales process and had the process and domain expertise

Future Opportunity:

- Organic growth via additional device counts that have surfaced with the initial implementation
- Cloud environment growth as Salesforce continues their cloud-first strategy

Why Sycomp?

- Deep familiarity with FireMon's expertise and capabilities ensured that FireMon was a good fit for the customer
- A vital link in engaging with the customer and aligning expectations; able to understand and address contracting process requirements

The FireMon Difference

The FireMon Security Intelligence Platform (SIP) provided a way to incorporate frictionless security and compliance validation checks into the automated workflows the customer had developed. Integrating seamlessly by leveraging FireMon's REST API framework, the FireMon SIP used digital twinning to validate compliance for requested changes to devices before the changes were implemented.

Sycomp, a Proactive Partner

Sycomp had a long-standing relationship with Salesforce. They held a role as trusted advisor, and were deeply familiar with the processes and requirements for doing business with the customer as well as the relevant IT and security decision-makers.

In their consultative role, Sycomp was originally asked to research a competitive solution to solve the customer's problem. A former FireMon employee, now employed by Sycomp, saw the desired outcome and determined that FireMon would deliver a better result for the customer.

What the Deal Means

Salesforce places a high priority on delivering applications to their customers without delay. The addition of compliance verification to the customer's workflows enabled the customer to achieve greater efficiencies across the board and deliver applications without incurring delays resulting from compliance validation.

FireMon's Value-add to the Partner

- Integrated seamlessly with customer's infrastructure
- Provided necessary automation and compliance expertise
- Established a continuous engagement enabling Sycomp to grow value through up-sell and cross-sell opportunities