# keypoint

IT consulting

Keypoint is one of the GCC's most comprehensive providers of business advisory services. Our services - including accounting solutions, statutory & corporate advisory, investment administration & share registry services, trust services, IT consulting, tax services, human capital solutions, management consulting, financial regulatory compliance advisory and real estate transaction advisory - are valued by a wide range of clients, from large multinationals and financial services and insurance institutions to family-managed conglomerates and small and medium-sized enterprises.

IT consulting

Our dedicated team of IT subject matter experts (SMEs) and consultants with deep domain knowledge and industry experience help clients identify and manage their information technology-related requirements, including risks from the use of IT, through innovative services. We help clients better understand their organisation's technology needs, identify and implement suitable IT systems, align technology with business requirements and manage risks resulting from the use of IT.

Increasingly rapid and frequent advances in technology require business leaders to invest in reliable, flexible technology solutions. An important aspect of technology investments is alignment between IT strategy, technology sourcing and implementation. We support clients throughout their technology journey, supporting medium- and long-term planning. Our experienced IT consultants help optimise the return on technology investments by understanding strategic goals, supporting the development of tactical objectives and pricing portfolios using independent and recognised pricing sources.

Our services are loosely grouped into four service offerings:
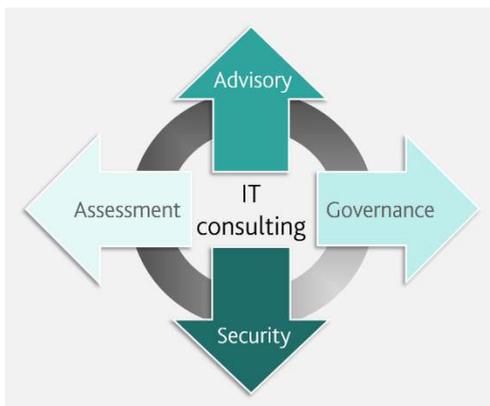
IT governance

Our IT governance SMEs support the appropriate management of technology-related assets and processes. We assist organisations by developing, reviewing and upgrading IT policies, processes and procedures and using them as the basis for structured governance frameworks, aligning them with an organisation's operating model, practices and applicable standards, including globally accepted leading practice. We assess the current state, identify improvement areas and document required processes.

We differentiate ourselves by supporting the implementation of our recommendations, rather than making those recommendations a final work product. With a firm belief in knowledge transfer, training clients' key team members is an important feature of our overall approach. Our governance services include:

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PCI DSS consulting

Created in 2004 by Visa, MasterCard, Discover and American Express, the payment card industry data security standard (PCI DSS) is a set of policies and procedures intended to optimise the security of credit, debit and cash card transactions and protect cardholders against misuse of their personal information.

The PCI DSS is structured around six key objectives:

- Maintain a secure network where transactions can be conducted
- Protect cardholder information
- Protect systems against hackers and other malicious actors
- Restrict and control access
- Monitor and regularly test networks
- Define, maintain and follow a formal information security policy

Our team of PCI DSS consultants have worked with a range of payment card providers and have the relevant, recent experience clients need to ensure they are compliant with industry leading practice.

ISO advisory

Information systems play an increasingly critical role in business operations. The International Standards Organisation (ISO) has issued a number of standards to improve information systems operations and security.

Our experienced ISO consultants leverage their experience of working with a range of different clients across the globe to advise on ISO compliance and analyse gaps between current and leading practice.

Our aim is to ensure that clients benefit from the intention behind the standards as well as the certification itself. ISO certificates that have particular relevance in the MENA region include ISO/IEC 20000-1 (IT service management), ISO/IEC 27001:2013 (IS management systems) and ISO 22301: 2012 (business continuity management systems).

IT governance and operations frameworks There is a wide variety of IT governance and operations frameworks, from off-the-shelf models developed by large IT companies to elaborately customised frameworks – all designed to manage IT service delivery. We review, develop and analyse frameworks, recommending changes to bridge gaps to leading practice.

Business continuity services

Business continuity is the ability of an organisation to maintain essential functions during, as well as after, a disaster. Business continuity planning establishes risk management processes and procedures that aim to prevent interruptions to mission-critical services and support the reestablishment of functions as quickly and smoothly as possible. We provide end-to-end business continuity services, including plan development, implementation support, testing and maintenance, and on-going support.

IT risk management

Our IT risk management services - based on the premise that a "best fit" adapts global leading practice to local and sector-specific factors, including regulatory mandates - cover the entire IT risk universe.

Highest quality, reliability, confidentiality

As well as assessing and documenting current and - where applicable - future risk, we work with clients to design, develop and deploy formal risk frameworks that prepare organisations for a wide range of risks - as well as supporting recovery from their impact if systems are breached.

IT security

Cloud computing, mobile computing and digital platforms are changing the way people and businesses access their information. Access to information - from anywhere at any time across technology platforms - demands robust and effective information security management strategies and systems which control information access and flow.

Our security services enable clients to:

- Proactively identify, solve and avoid internal and external security threats
- Optimise the usage of existing security infrastructure

Cybersecurity services

In today's technology-driven environment, organisations face a wide range of complex challenges. Cyber security can be a driver of change, helping to secure the future of your business. Our cybersecurity SMEs help organisations prevent cyber-attacks and protect valuable assets, helping turn risk into a source of competitive advantage by evaluating business resilience; optimising relationships between people, processes and technology; and sharing leading practice.

Our range of cybersecurity services includes:

- Cyber crisis management services
- Cyber incident simulation services
- Cyber incident response support services
- Cyber threat awareness programmes
- Data theft detection
- Industry- and customer-specific threat analytics

Data privacy

Bahrain's Personal Data Protection Law (the PDPL) came into effect on 1 August 2019 and applies to any entity processing personal data wholly or partly by automated means - as well as the manual processing of personal data as part of an organised filing system. Other countries and regions - notably the European Union with its general data protection regulation (GDPR) - have also adopted or are increasingly interested in formalising their data protection and privacy requirements.

Keypoint's data privacy team has significant data privacy and protection experience, having been engaged on a number of projects related to data classification, end-to-end data process reviews and data life cycles. We have also been engaged to implement information security-related controls.

Our data protection services include:

- Data protection impact assessments and audits
- Implementation of data protection frameworks
- Outsourcing of data protection officers

Forensic investigation support

Nearly all businesses today are reliant on IT services, from the internet and internal networks to tablets and smartphones. As a result, the potential for fraud has never been greater. The need for IT forensics investigators reflects the increase in IT fraud.

Our forensic investigation SMEs apply accounting, investigation, intelligence and technology skills to help prevent and resolve a range of issues, from fraud to breaches of regulations. Our team establishes the facts, collects and preserves evidence, assists with recovery and can help develop a foundation for criminal or civil action.

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Secure code reviews

With application-level security increasingly threatened and hackers constantly searching for security vulnerabilities, confirmation that code has been developed based on industry leading practice and global coding standards and controls - such as SDLC secure coding practices - has become an imperative.

Irrespective of whether you are a software development house or a software end-user, our experienced security consultants benchmark developed code against leading practice and add value by making practical recommendations that minimise the risk of exploitation by hackers.

IT advisory

Information technology - IT - is the fundamental enabler of transformation and innovation. As the internet of things (IoT) becomes embedded in daily lives, businesses are having to work harder to remain relevant. Key decision makers need confidence that the services and products they are offering – and that they are developing – appeal to an increasingly fragmented market place. Our IT advisory services include:

Digital transformation

Businesses across the world are increasingly driven by the need to 'go digital', which requires a significant rethink of strategies and business models to become more competitive and efficient and to build a cornerstone of long-term success. However, 'going digital' is easier said than done.

At the heart of any successful digital transformation is improved organisational agility – underlining the need to adopt a structured approach to the development of digital services.

Our digital transformation services include:

- Customer experience assessments
- Opportunity exploration and prioritisation
- Strategy and roadmap development

Enterprise applications

Enterprise application software is large-scale software designed to support or solve the problems of an entire organisation. Because of their sheer size and scale, enterprise applications tend to be complex, scalable, component-based, distributed and mission critical. Our experienced enterprise applications SMEs help clients design and implement efficient applications while improving operations and performance across the enterprise.

Technical strategy articulation

Converting a corporate strategy into a technology strategy - from defining and refining visions to measuring and managing strategic performance – can be a challenging task in this current environment of rapid and disruptive change combined with high expectations and tight budgets. Whether transforming (digitally or otherwise), embedding artificial intelligence into an application landscape or securing deployed technology, our experienced team helps clients articulate and own their technical strategies by defining future state visions, identifying differentiators, setting operational objectives and developing customised tools to indicate and measure progress against agreed objectives.

Knowledge management

Organisations, whether large or small, start-up or long-established, contain a significant amount of information that - if curated properly - could add considerable competitive advantage. Knowledge management is the process of creating, sharing, using and managing that knowledge and information.

Our knowledge management services include:

Analytics & data intelligence services
As the business environment becomes increasingly data-heavy, the analysis of that data can be a source of long-term competitive advantage. Being able to gather and organise data – whether through data warehousing and mining or information analytics and reporting - empowers decision makers to make time critical, strategic decisions.

Learning management services
Institutions have to operate in a changing environment. Requirements - and the people who deliver business - keep changing. Organisations have to ensure that business requirements and leading practice are continuously communicated to stakeholders.

Learning and continuous education programmes are a cornerstone to achieving this goal. As technology evolves and with the prevalence of the internet, social media and mobile technology, eLearning - learning using technology as a platform - has become an industry standard. eLearning reaches all stakeholders and provides a learning environment that is both consistent and personal. eLearning is increasingly interactive, enabling two-way communication between users and instructors.

Keypoint has designed an eLearning platform based on the latest technology that can be used to deliver industry-leading training to stakeholders across an organisation.

IT assessment
Management expects IT to function seamlessly and efficiently. As a result, the IT function in any organisation tends to operate on the edge. To deliver on its promise, IT functions need to operate to a design and structure; be effectively resourced; have clear accountabilities and responsibilities; be well-controlled; and have clear performance measures.

We improve confidence in the technology function's ability to handle on-going business requirements. We help define, operate and assess IT functions. As a result, the IT function's service quality is improved. Our technology monitoring services probe clients' confidence in their IT environment, assessing how well-controlled it is and whether it exposes the business to unforeseen threats. An independent assessment of an organisation's IT controls helps ensure that they have been designed to international standards, provides a holistic view of the IT environment and assesses whether they are working effectively.

Our assessment services include:

IT internal audits
When performing an IT internal audit, our experienced SMEs examine and evaluate an organisation's IT infrastructure, policies and operations to determine whether IT controls in place are adequately protecting corporate assets, are ensuring data integrity and are aligned with the business's overall goals.

Our IT internal audit services include:

- Technology internal audits
- Planning and delivery
- IT internal audit follow-ons
- Maturity evaluations

IT effectiveness assessments

IT metrics are key to making sure organisations proactively address symptoms before they become problems. Business success – particularly for IT functions – combines operational, delivery, organisational and functional excellence.

These can be measured using metrics, such as – for operations – online application performance and availability, the percentage of key batch jobs that finish on time and the number of production problems. Our IT SMRs assess operational, solution delivery, organisational, financial and transformational excellence against international benchmarks and leading practice.

Quality assurance

IT quality assurance is designed to give clients confidence that an organisation will deliver high quality IT products and services. Quality, error-free work saves time, avoids unnecessary reworks and reduces costs.

Our QA SMRs pay close attention to detail throughout an IT assessment, helping ensure tasks are completed correctly and accurately throughout the process.

Our quality assurance team can:

- Review blueprints
- Validate test scripts
- Test user acceptance
- Design and assess user access

Other IT services

Staff augmentation

As the IT consultant of choice to businesses focused on a wide variety of economic sectors across the MENA region, we have a hard-earned, well-deserved reputation for recruiting and developing consultants with hard-to-find areas of specialism. We offer a range of consultants with specialised skills and deep expertise for short- and long-term secondments.

FinTech solutions

We offer FinTech clients a range of different services, from market entry strategy and advice through regulatory requirements to transaction advisory services, such as due diligence. Our experienced FinTech SMRs have developed a range of platforms and apps and leverage that experience to offering testing and quality assurance services, as well as reseller and customer hunting services. We also offer a range of related, if differentiated, FinTech services, including:

- Blockchain feasibility studies
- Blockchain advisory
- Security assessments
- Thought leadership development
- Learning management services

Empower business through technology

Our IT consulting leaders

Our knowledge management services include: Combining over 100 years of IT consulting experience, gained working in Bahrain, across the GCC, in the broader MENA region, India and Sri Lanka, our team has advised businesses and organisations across industry sectors.

Srikant Ranganathan has worked in the IT sector for over 25 years, offering leadership at a range of Big 4 firms in a variety of roles. He has deep experience and expertise across a range of IT - and broader - sectors and is also a chartered accountant (India).

Darrshan Manukulasooriya has over a decade of IT consulting and software engineering experience and has led system selection, ISO 27001:2013 and PCI DSS implementation, IT auditing, business continuity management and IT policies and procedures projects for clients in a variety of sectors.

Sagar Rao is an experienced security professional who focuses on penetration testing, vulnerability assessments and network security. He has been responsible for maintaining secure networks for mission-critical applications. Other areas of focus include security audits, source code reviews and awareness training for a range of security-related areas.

A selection of our thought leadership

Solution spotlight
Business continuity management

Bahrain's personal data protection law (PDPL)

Solution spotlight
Getting businesses on line

Solution spotlight
Post-implementation IT reviews

Solution spotlight
Assessing cloud's costs and benefits

Solution spotlight
Service for e-billers

Solution spotlight
Learning Point

Solution spotlight
IT internal audits

An overview of our credentials

	IT governance	IT security	IT advisory	IT assessment	Other IT services
Construction	√	√	√	√	√
Family-owned businesses	√	√	√	√	√
Financial services	√	√	√	√	√
Healthcare	√	√	√	√	√
Hospitality	√	√	√	√	√
Logistics	√	√	√	√	√
Listed businesses	√	√	√	√	√
Multi-national enterprises	√	√	√	√	√
Oil & gas	√	√	√	√	√
Real estate	√	√	√	√	√

Empower business through technology

About Keypoint

Keypoint is one of the GCC's most comprehensive providers of business advisory services. Our services are valued by a wide range of clients, from large multinationals and financial services and insurance institutions to family-managed conglomerates and small and medium-sized enterprises. Since the Keypoint group was first established, we have experienced significant growth across a number of different metrics including equity, revenue, staff, service lines and the countries in which we operate.

As a GCC-based and GCC-owned professional services firm with operations across the region, Keypoint is unique. Our senior management are important contributors to the continuing success of the firm. Our service line leaders are recognised as leaders in their fields, with strong connections to key decision makers across the region.

As a firm, we employ over 100 talented professionals who work seamlessly together, developing proprietary solutions based on leading practice.

With degrees in a wide range of subjects including law, IT, banking & finance, accounting, economics, management, HR and business administration, our consultants are members of a range of professional institutions, including the Institute of Chartered Accountants (ICA), the Institute of Chartered Financial Analysts (ICFA), the Institute of Internal Auditors (IIA), the Chartered Institute of Personnel & Development (CIPD), the Institute of Chartered Tax Advisors (CITA) and the Institute of Certified Fraud Examiners (ICFE).

We are the consultants of choice to clients across the region because of our unflinching focus on quality; our commitment to developing mutually beneficial relationships that are based on value, not fees; our understanding of how business works; and our connections to key decision makers in regulatory functions across the region.

Our vision is to be the region's leading consulting firm by offering advisory services that are **trusted, professional and smart**.

Welcome to the experts! Welcome to Keypoint!