

# Improve Operational Efficiency With Secure IT Documentation

Collaborative, process-based IT documentation optimizes performance and reliability while also improving overall security.

The impact of poor network documentation can result in unplanned downtime, operational and performance deficiencies, compromised relationships and ultimately, revenue loss. It also generates countless wasted employee hours spent searching for information or guidance to solve simple IT issues.

To meet business expectations and security requirements, IT processes must be optimised for performance, reliability and effectiveness. To achieve this goal, comprehensive and transparent documentation is crucial to ensure and maintain proper configurations and standardised processes.

## POOR DOCUMENTATION CHALLENGES

- ✓ 65% of organisations describe the collaboration between development and security teams as limited or non-existent.<sup>1</sup>
- ✓ 78% of CISOs reported having 16 or more security tools in their vendor portfolio while 12% of CISOs reported 46 or more tools, increasing complexity of security operations and integration costs.<sup>2</sup>
- ✓ 37% of data breaches involved the use of stolen or exposed employee credentials or weak passwords.<sup>3</sup>
- ✓ In the past two years, 88% of companies experienced at least one outage due to an expired certificate and 41% reported four or more outages.<sup>4</sup>



### STANDARDISE YOUR PROCESSES

Document your processes in a standardised format to make them more consistent and establish relationship links between important connected information, documents or passwords.



### EMPOWER YOUR STAFF

Set up SOPs and how-to documents for onboarding or routine IT-related tasks, enabling users to resolve simple issues on their own, thereby reducing friction and increasing productivity.



### STRENGTHEN SECURITY POSTURE

Discourage hazardous password habits and reduce cyber risks with a secure, reliable password management system that enables customised granular end-user flexibility.



### BOOST EFFICIENCY & PROFITS

Reduce daily IT workloads and help-desk tickets, increase operational efficiency, and reduce costs with simple, transparent, standardised IT processes and configurations.

Sources: 1. Ponemon Institute Research 2. 2020 CISO Effectiveness, Gartner 3. 2020 Verizon Data Breach Investigations Report 4. 2021 State of Machine Identity Management Report

**CONTACT US TO  
START IMPROVING YOUR OPERATIONAL EFFICIENCY WITH SECURE IT DOCUMENTATION TODAY!**



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