

March 18, 2009

Deloitte Is A Leader In Information Security And IT Risk Consulting

Excerpted From The Forrester Wave™: Information Security And IT Risk Consulting, Q1 2009

by **Khalid Kark**

with Robert Whiteley and Margaret Ryan

EXECUTIVE SUMMARY

In Forrester's 72-criteria evaluation of information security and IT risk consulting service providers, we found that Deloitte and PricewaterhouseCoopers (PwC) lead the pack because of their superior understanding of business requirements coupled with their deep technical skills. Accenture stands out as a very competent security consulting provider and could pose a significant challenge to the current front-runners. Ernst & Young (E&Y) has vast experience in taking a business view for developing security and IT risk solutions. Wipro Technologies, VeriSign, and IBM offer competitive services but typically excel in niche integration or managed services areas. BT Global Services leads the telcos with superior current offerings while Verizon Business exhibits a slightly better strategy. AT&T still needs to expand its current capabilities and develop a more comprehensive strategy, while T-Systems remains a regional player at best. BearingPoint offers strong public sector capabilities, but clients should invest in due diligence as the company goes through its financial restructuring. Protiviti and Crowe Horwath have smaller practices and offer a viable alternative to the large accounting companies.

IT RISK CONSULTING

Deloitte has the largest global information security and IT risk services practice. Deloitte offers the best of both worlds by not only having an excellent understanding of the business, but by also having the ability to integrate an IT risk mindset and a deep technical expertise into its engagements. The firm has established itself as a global leader in offering complex, large-scale information security and IT risk services. Deloitte continues to invest in resources and establish centers of excellence in areas such as identity and access management (IAM), data protection, and application security. Deloitte also had the highest growth rate of 21% in FY08.

INFORMATION SECURITY CONSULTING

Deloitte stands as the leader in information security consulting as well, due to its depth and breadth of services, and, most importantly, because Deloitte is able to seamlessly integrate its understanding and knowledge of the business with its delivery capabilities in the security business. Deloitte also offers a very robust operational security capability that is currently being deployed in various public sector projects.



Headquarters

Forrester Research, Inc., 400 Technology Square, Cambridge, MA 02139 USA
Tel: +1 617.613.6000 • Fax: +1 617.613.5000 • www.forrester.com

Figure 1 Deloitte Evaluation Overview: IT Risk Consulting

CURRENT OFFERING	
Value proposition	Deloitte brings significant experience, a good understanding of business process and risk priorities, and a significant focus on this area across the firm.
Client feedback	Deloitte clients generally commented on how Deloitte exceeded their expectations and significantly outperformed its peers.
Vertical and geographic footprint	Deloitte offers great vertical experience combined with a very extensive geographic footprint.
Delivery capability	Deloitte offers a global delivery model with flexible options and an extensive reach across all major geographies.
Overall consulting service offering	Deloitte offers strong and strategic capabilities in organizational design, assessment, and benchmarking.
IT risk consulting services	Deloitte is one of the leading firms in this space, providing thought leadership and innovative solutions for its clients.
STRATEGY	
Future direction	Deloitte has strategically invested in its future by focusing on developing innovative solutions, hiring top talent, and expanding its global IP development.
Growth plans	There are healthy growth projections, even with an economic downturn in some sectors, due to Deloitte's diversified client base.
External presence	Deloitte remains a thought leader and a leader in many industry and vendor forums and has established partnerships with significant vendors.
MARKET PRESENCE	
Client base and engagements	It has the highest number of clients and engagements across geographies and industries.
Staff dedicated to information security and risk	Deloitte offers the largest number of security consultants globally in security and risk and prides itself with hiring top-notch talent and management.
Financials	Deloitte has a very solid financial footing and exceptional growth rates as a firm, specifically for the security and risk practice.

Figure 2 Deloitte Evaluation Overview: Information Security Consulting

CURRENT OFFERING	
Value proposition	Deloitte brings significant experience, a good understanding of business process and risk priorities, and a significant focus on this area across the firm.
Client feedback	Deloitte clients generally commented on how Deloitte exceeded their expectations and significantly outperformed its peers.
Vertical and geographic footprint	Deloitte offers great vertical experience combined with a very extensive geographic footprint.
Delivery capability	Deloitte offers a global delivery model with flexible options and an extensive reach across all major geographies.
Overall consulting service offering	Deloitte offers strong and strategic capabilities in organizational design, assessment, and benchmarking.
Information security consulting services	Deloitte offers security consulting capabilities on par with the best specialized IT firms and has experience in managing large-scale projects from nuts and bolts to high-level strategy.
STRATEGY	
Future direction	Deloitte has strategically invested in its future by focusing on developing innovative solutions, hiring top talent, and expanding its global IP development.
Growth plans	There are healthy growth projections, even with an economic downturn in some sectors, due to Deloitte's diversified client base.
External presence	Deloitte remains a thought leader and a leader in many industry and vendor forums and has established partnerships with significant vendors.
MARKET PRESENCE	
Client base and engagements	It has the highest number of clients and engagements across geographies and industries.
Staff dedicated to information security and risk	Deloitte offers the largest number of security consultants globally in security and risk and prides itself with hiring top-notch talent and management.
Financials	Deloitte has a very solid financial footing and exceptional growth rates as a firm, specifically for the security and risk practice.

Forrester Research, Inc. (Nasdaq: FORR) is an independent research company that provides pragmatic and forward-thinking advice to global leaders in business and technology. Forrester works with professionals in 19 key roles at major companies providing proprietary research, consumer insight, consulting, events, and peer-to-peer executive programs. For more than 25 years, Forrester has been making IT, marketing, and technology industry leaders successful every day. For more information, visit www.forrester.com.

© 2009, Forrester Research, Inc. All rights reserved. Unauthorized reproduction is strictly prohibited. Information is based on best available resources. Opinions reflect judgment at the time and are subject to change. Forrester®, Technographics®, Forrester Wave, RoleView, TechRadar, and Total Economic Impact are trademarks of Forrester Research, Inc. All other trademarks are the property of their respective companies. To purchase reprints of this document, please email clientsupport@forrester.com. For additional information, go to www.forrester.com. 54332