

FINANCIAL SERVICES

SOC & OPERATIONS

SOC maturity assessment and strategic roadmap for a large financial institution

A large-scale financial institution was struggling to maintain consistent visibility and incident response across a complex global infrastructure. **Optiv Consulting** established a defensible maturity baseline and a multi-year roadmap to move the organization from reactive firefighting to a proactive, intelligence-driven model.

SECTOR	METHOD	DOMAINS	OUTPUT
Financial services	SOC-CMM	5 assessed	Multi-year roadmap

THE CHALLENGE

As regulatory pressure grew and threats evolved, the existing reactive posture was no longer sustainable. Without a data-backed baseline of current SOC maturity, the CISO could not justify the technology investment and headcount increases the program needed.

OUR APPROACH

- Ran a formal SOC-CMM assessment across five domains: business, process, people, technology, and services.
- Identified strategic, operational, and technical gaps hindering threat detection and response.
- Defined a target maturity state aligned to the organization's risk appetite and compliance needs.
- Built a roadmap on the SOC-CMM framework for repeatable measurement against security spend.

5 SOC-CMM domains

Baselined: business, process, people, technology, services

BUSINESS RESULTS

- Delivered a defensible, multi-year roadmap prioritizing high-impact wins and long-term sustainability.
- Provided a repeatable scoring model linking maturity gains to annual budget allocations.
- Equipped the CISO with a data-driven narrative to present investment strategy and ROI to the board.