

CASE STUDY

Marubeni - Network & Security Managed Services



CLIENT

Marubeni Corporation
(Japanese conglomerate)



SECTOR

Industrial / Global
Trading



SERVICE

End-to-end network & security managed services (L1-L2)



BUSINESS CHALLENGE

Marubeni, a global Japanese conglomerate, required a secure and resilient IT environment to support its Middle East operations. Managing multiple offices with limited local IT resources made network performance and security consistency a challenge.

Network slowdowns and delayed support affected daily operations, while close coordination with headquarters in Japan was essential to maintain compliance, uptime, and stability.



SOLUTION

Flint followed a structured implementation approach to establish a stable, secure, and globally aligned managed services environment for Marubeni. The engagement focused on operational readiness, performance optimization, and ongoing governance while ensuring seamless collaboration with the global IT team in Japan.

Phase 1 – Assessment & Onboarding

Reviewed network infrastructure, security policies, asset inventory, and support processes to align regional operations with global IT standards and escalation frameworks.

Phase 2 – Stabilization & Optimization

Implemented monitoring tools, standardized operational procedures, and optimized network and security systems to improve performance, visibility, and reliability.

Phase 3 – Managed Operations & Governance

Delivered ongoing L1-L2 support, proactive maintenance, incident management, SLA reporting, and seamless coordination with Japan's L3 teams to ensure continuous compliance and operational stability.



CUSTOMER BENEFITS

- **Operational Stability:** Significant reduction in outages and performance issues across regional offices.
- **Strengthened Security Posture:** Continuous monitoring and timely remediation enhanced the organization's overall cybersecurity stance.
- **Improved Response & Resolution:** Faster incident turnaround through local presence and integrated global escalation.
- **Business Continuity:** Reliable IT operations allowing Marubeni to focus on strategic and commercial priorities.



RESULT

Flint's managed services model gave Marubeni a robust, secure IT environment across its Middle East operations - improving uptime, accelerating incident response, and strengthening alignment with global IT standards, delivering sustained operational resilience and seamless business continuity.



AI-DRIVEN MANAGED SERVICES

This is managed services with intelligence built in: Flint augments the L1-L2 operation with AI that automates routine tasks and sharpens network visibility, so a lean regional team resolves more, faster, while L3 coordination with Japan stays clean.

