30% MTTR improvement

80,000 incidents per year

3,000 change requests per year

totalsec

Totalsec, A Grupo Salinas Company

⬒ **INDUSTRY**
Technology

⦿ **CHALLENGE**
Increase operations center maturity with advanced solutions that consolidate, correlate, and prioritize security alerts and notify the right people.

⚷ **SOLUTION**
TrueSight and Remedy Service Management Suite enable Totalsec to operate a seamless security monitoring and rapid response environment.

🤝 **PARTNER**

AIS Sistemas Avanzados de Información

—
BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

Totalsec strengthens cyber security for 150+ enterprises, government agencies, and nonprofits around the world with BMC solutions

BUSINESS CHALLENGE

Totalsec was established to provide world-class cybersecurity and information security to its sister companies at Mexico-based Grupo Salinas. Today, the company provides more than 150 private and public sector enterprises worldwide with security consulting, integrated security tools, and managed services to help them protect critical data, infrastructure, and major processes. Facing a rapidly expanding number of security threats, Totalsec needed to take a more strategic approach to managing potential intrusions. The right solution would have to monitor diverse security environments and route security alerts to the right people.

BMC SOLUTION

Totalsec integrated BMC's TrueSight and Remedy Service Management Suite to create a holistic approach for monitoring client security environments and automatically generating, managing, and tracking incident tickets to accelerate response to security threats.

BUSINESS IMPACT

With assistance from BMC partner AIS Sistemas Avanzados de Información, Totalsec integrated data and alerts from multiple security information and event management (SEIM) tools such as Splunk and IBM® QRadar®. The result is an automated process for consolidating and prioritizing events in TrueSight and delivering tickets to engineers through Remedy to speed response to attacks.

- **Mean time to resolution** (MTTR) for security events has improved 30%.
- Remedy manages 80,000 security events and 3,000 changes annually using proven best practices, helping Totalsec achieve **ISO 27001 and ISO 20000 certifications**.
- **Analytics, dashboards, and reporting** provide visibility into Totalsec's performance in meeting service level agreements for each client.

"With the BMC solutions, the security processes and the technologies we deploy comply fully with international best practices," says chief operating officer Luis Alberto Llantada Sanz. "That gives us a competitive edge when we are talking to potential clients."

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