



**Softtek**<sup>®</sup>

**CASE STUDY** | TRANSPORTATION

**Nearshore cybersecurity  
saves top airline 20% on  
cost per threat**

softtek.com





# About the customer

Top Canadian airline.



**Annual revenue  
of \$20B+**



**Over 26M  
passengers  
each year**



**160+ airplanes**



**>100 destinations  
in over 25  
countries**

"In partnership with Softtek, we were able to implement a transformational security and risk mitigation service protecting not only our internal data but also our customers. This partnership has given us the security we needed to defend, recover, and remediate against any cyber threats."

**CIO, of a Canadian airline**





# Business challenges

With the airline becoming increasingly dependent on its digital operations, digital security and transparency are a top priority as cyber threats become more frequent and sophisticated. Our client needed to increase its cybersecurity maturity to protect customer data, prevent breaches, mitigate threats, ensure regulatory compliance, and guarantee business continuity.



1

Incorporate customer-facing advanced safety measures.

2

Prioritize security bandwidth to the most critical areas of need.

3

Reduce cybersecurity costs while increasing asset coverage.

4

Securely manage all confidential customer and employee information and intellectual property.





# How Softtek comes into play

Softtek was engaged for digital security and risk mitigation using its global nearshore delivery model. By deploying a strategy to improve threat management, reduce manual processes, and meet regulatory requirements, Softtek provided 24/7 monitoring, regular audits, threat consolidation, and rapid response times.

**Performed a security assessment** and defined an enterprise IT security management roadmap.

**Centralized and consolidated** security functions into one partner.

**Automated monitoring** to reduce time to detect and escalate incidents.

**Audit and compliance support** to provide 100% cybersecurity audit documentation and evidence.





# Business impact

Through Softtek's managed security services, our client benefits from a solid cyber threat hunting and mitigation backbone while its internal digital security personnel can focus on optimizing other areas of its security stack.



80% decrease in false positives.



25% reduction to internal security personnel workload.



40% increase in cybersecurity assets coverage.



20% savings in cost per threat.



#### ABOUT SOFTTEK

Founded in 1982 by a small group of entrepreneurs, Softtek started out in Mexico providing local IT services, and today is a global leader in next-generation digital solutions. The first company to introduce the Nearshore model, Softtek helps Global 2000 organizations build their digital capabilities constantly and seamlessly, from ideation and development to execution and evolution. Its entrepreneurial drive spans 20+ countries and more than 15,000 talented professionals.

[info@softtek.com](mailto:info@softtek.com) | [softtek.com](https://softtek.com) | [privacy note](#)