



## Holistic Program to Detect, Correct and Prevent Application Vulnerabilities for Multi-Industry Fortune 10 Conglomerate

### At-a-Glance

**The Company:**  
Fortune 10, multi-industry conglomerate, serving 100+ countries

**The Challenge:**  
Implementing a strong standardized and cost-effective application security program across its multiple businesses

**The Benefits:**  
Evolution of detection-oriented to prevention model, via root-cause problem detection; 87% reduction of high and critical vulnerabilities over 3 years; 99% on-time delivery

**The Solution:**  
Holistic security program to detect, correct and prevent vulnerabilities through metrics-driven approach

### The Client

Fortune 10 company; a highly diversified global infrastructure, finance and media industry conglomerate, the company serves customers in over 100 countries and employs over 320,000 people.

### The Challenge

The company was looking to implement a strong application security program, spanning across its multiple businesses and industries worldwide. It aimed at standardizing policies, procedures and guidelines while also ensuring that the solution remained cost-effective. Realizing that it is 30 times more economical to detect errors in early stages, and correct them from the get-go, the company looked for a solution that focused on the application lifecycle, and allowed them to achieve the following:

- Establish Application Security metrics and Service Level Agreements
- Train, certify and equip development teams with guidelines and processes for secure coding
- Establish company-wide application security requirements and policies
- Save money through early identification of the security issues
- Replicate the model across its many business units in a wide variety of industries, which in many cases encompassed customer-facing applications and complex supply chains.

### The Solution by Softtek

Softtek has been providing code review and application security assessments for the company since the year 2000. By 2004 the model had evolved into a centralized team of security auditors that supported all business units across the company, providing Grey, Black and White box security assessments. In 2006, the service evolved as a complete cost-effective security program, which includes not only assessments but a comprehensive security program that minimizes risks throughout the software lifecycle by:

- Detecting problems through application security assessments
- Helping correct identified problems, generating metrics, acknowledging tendencies and enhancing policies
- Preventing vulnerabilities through awareness & training programs regarding safe coding and early verification during software lifecycle; conducting research and providing knowledge management

By applying a metrics-driven approach, Softtek helped the company obtain more visibility regarding critical issues affecting the different business units, and identify how to address them effectively.

## The Benefits

The company evolved from a detection-oriented model into a prevention model, through finding the root cause of the problem, establishing audited tollgates during the software development lifecycle, and addressing training needs. Overall, the program provided the client with the ability to achieve the following:

- Full-cycle visibility and measurable performance
- Early detection, leading to less exposure, and lower cost per defect
- Increased overall quality of code development; Reduced Time-to-Market
- Significantly reduced costs; increased productivity and global reach.

Among the benefits, the client obtained:

- 87% reduction of high and critical vulnerabilities over 3 years, in a portfolio of hundreds of applications.
- Process improvement by using a custom-made application to automate assessment processes (e.g. reporting process)
- Visibility of program's performance through SLA management and business dashboards
- 99% of assessments delivered on time.

Distinctive features of the solution:

- Six Sigma-based quality and process governance; adherence to industry standards
- Dashboard with meaningful metrics, key performance indicators
- Instant access to expert resources 24/7; fast response team in security breaches and emergencies
- Over 17 million lines of code in over 2,000 applications assessed
- Coverage of 17 different programming technologies
- Impartial experts to evaluate and select appropriate software security tools and third-party products and services (Softtek does not profit from software sales nor niche security services)
- Cost-effectiveness through leveraging Near Shore® security auditors
- Industry leadership and alignment through OWASP program involvement and contributions.

## The Voice of the Customer

“Softtek’s nearshore model and focus upon operational excellence and metrics was a natural fit for our Application Security Program needs.”  
QA Manager

“Softtek has consistently delivered best-in-class, cost-effective application security services helping the company to fix the root cause of application security vulnerabilities.”  
CISO

## About Softtek

Founded in 1982, Softtek is a global provider of process-driven IT solutions with 30 offices in North America, Latin America, Europe and Asia. With nine Global Delivery Centers in Mexico, China, Brazil, Argentina and Spain, Softtek helps improve time-to-business-solution, lower costs of existing applications, deliver better engineered and tested applications, and produce predictable outcomes for top-tier corporations in over 20 countries. Through on-site, on-shore and its trademarked Global Nearshore™ service delivery models, Softtek teams with CIOs to constantly increase the business value of IT. Softtek is the creator and a leader of the nearshore industry.