

# Want faster vulnerability remediation on your servers?



Get IT Ops and Security coordinating effectively—here's how.

## BMC CUSTOMER SUCCESS

BMC helps customers run and reinvent their businesses with open, scalable, and modular solutions to complex IT problems. Our Customer Success portfolio offers consulting and services to accelerate outcomes aligned to your business objectives and IT priorities.

Everyone knows the best defense against security threats is rapidly remediating vulnerabilities. That requires effective integration and coordination between IT Ops and Security teams. BMC Customer Success can deliver a consolidated view of vulnerabilities and the remediation happening among these teams with our TrueSight Vulnerability Management Implementation Service. Our experts will not only activate our TrueSight Automation for Servers (TSAS) tools but also deliver people and process advancements to accelerate remediation effectively.

## THE TRUESIGHT VULNERABILITY MANAGEMENT IMPLEMENTATION SERVICE WILL:

- Install and configure TSAS
- Import of the vulnerability scan results from Nessus/Qualys (or) Rapid 7
- Create Patch Catalog for the selected Operating System
- Map vulnerabilities to remediation packages
- Define Role Based Access control on Remediation
- Setup job for your operations team to remediate the vulnerabilities

The result? Your IT operations team will be able to see the vulnerabilities identified by Security in the solution and then utilize TSAS to rapidly remediate them and report back status to Security via a single-pane-of-glass portal. IT Ops and Security will advance to holistic server vulnerability management.

## CUSTOMER EXAMPLE

**Major US Bank** – The bank which manages over \$138 billion in assets, had regulatory requirements driving the need for modern IT solutions to reduce the risk of data security breaches. With the implementation of TSAS along with process improvements, BMC Customer Success helped the bank to enable collaboration between Security and Operations by removing manual efforts and transition staff focus to value-add tasks. As a result of the implementation, the customer experienced a 50% reduction in length of time from identifying a vulnerability until its remediation.

## WHAT'S NEXT?

Please contact your BMC Account Manager to move forward with your TrueSight Vulnerability Management Implementation Service today.