

((otrs))

## Commerzbank AG Reducing Costs



OTRS 2.3 / SIRIOS

30 agents

### Requirements

The Commerzbank requires a system for documentation, analysis and processing of security breaches in IT, property security and personal security. Further scenarios are the processing of occurrences in forensics and phishing. The system must be able to send out user group specific warnings and advisories.

### Solution

- Introduction of SIRIOS and WID as isolated solution for the newly founded area of Commerzbank
- Customizing the system to meet specific requirements of a customer in the financial sector
- Security approval of the complete solution by a team of Commerzbank specialists

### Added Value

- Transparent processing of security incidents in all areas and adequate reports to management
- Faster eradication of security incidents by standardizing document processes
- Risk reduction by purposeful and prompt informing of co-workers (e.g. travel advisory)