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axtel

Information Security

Information Security

We are a Mexican company with more than 20 years of experience in Information Technology and Communications in Mexico. Axtel offers a wide portfolio including services and information security solutions, based on the best practices in the market.

Top Management of Axtel is committed with the encouraging and enhancement of the Information Security Management System (ISMS), which is considered one of the best mechanisms for protecting the information of the company, and the reason for the establishment of security governability, roles and clear responsibilities, driven by the Information Security Committee (ISC).

Our ISMS is governed by a Policy and Objectives aligned with the business strategy. In order to accomplish with these requirements, we established a Working Program that allows us to guarantee the security of our people, information, facilities and the environment.

The Information Security Program conducts a series of efforts aligned with the Business, capable of managing security, incorporating the business strategy with the best security practices, assuring the continuity in our services and processes, managing the risks of our services, encouraging our employees the culture of protecting their own information as well as the information of third parties. This has allowed us to offer services that exceed the standards, with security controls from its design and throughout the service life cycle.

Information Security Committee

The ISC is the governing body of Security Government, this Committee is formed by a Executive Committee which is held by the main divisions and in occasions divisions on demand.

Some of the responsibilities of the ISC are conformity of normativity and Security Information strategies, provide Business knowledge to protect Confidentiality, Integrity and Availability of the critical information of the company, ensuring that team works are aware of the threats of Information Security, manage in a conscious manner the risks, agreement of the strategies as well as legal compliance and regulatory applicable to Axtel.

Our People

We have experienced professionals capable of attending the requirements of our customers, having training and certifications endorsed by international organizations.

Additionally, we continually raise awareness among all our staff on various topics of Information Security, as well as, considering their role and functions within the company, they are trained in specific Information Security topics.

We have security controls associated with the life cycle of the employee. All our employees comply with the Code of Ethics, Conflict of Interest and Confidentiality Regulations.

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Axtel Certifications

At Axtel, we are renovating constantly our certifications and best practices in Information Security, and the reason we have managed to obtain and maintain internationally recognized certifications, as well as adherence to best practices, preserving the security of our assets.

Certifications and best practices obtained by Axtel are listed here below:

ISO 27001

International standard that allows the assurance of the confidentiality, integrity and availability of information.

ISO 22301

International standard that allows the assurance of Business Continuity in the case of a disruptive event.

FIRST

International forum that facilitates the response to incidents, as well as the interaction between Incident Response Teams.

Best Practices

ISO 31000

International standard that offers guidelines and principles to manage the risk of organizations.

NIST

Standards and best practices to manage cyber security related risks.

ITIL

Best practices for the management of information technology services, technology development and its operations.

COSO

Best practices about the IT processes and applications that support the financial statements of the organization.

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Other Certifications

ISO 9001

International standard oriented to the management and improvement of the quality of processes, products and services.

ISO 20000

International standard that focuses on the management of IT services and defines a set of processes to offer an effective service.

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Processes and Controls of Information Security

In Axtel one of our main concerns is the security of our customers and our own, in the focus of maintaining controls and ensuring the Confidentiality, Integrity and Availability of information, we have the following processes:

Risk Management

In order to identify, manage and make decisions based on risks and potential opportunities that support the objectives of Axtel. Once the risks are identified, they are managed according to the Risk Treatment Plan. Always seeking improvement in our services, we are aligned to the best practices in Risk based on ISO 31000.

Physical Security and Environmental

We have physical and environmental security controls within our facilities where the information is processed, reason that has allowed us to certify in ISO 14000.

Incident Response

At Axtel we manage the incidents to prevent, respond and restore as soon as possible any interruption of the services or processes affected, seeking to deal with the incidents quickly and effectively. We have an Incident Response Team which adheres to international best practices of organizations such as FIRST, NIST and ENISA to monitor and resolve security incidents from the detection stage to the resolution, documentation and termination.

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Vulnerability Management

Allows us to identify, evaluate, remedy and verify that the different vulnerabilities of our information systems have been mitigated in a timely manner.

Audits and Reviews

Audits are carried out in which compliance with security controls is reviewed to ensure their effectiveness. These audits are carried out internally ensuring compliance with our controls, and consequently external audits to obtain new certificates and maintain current ones.

Additionally, Penetration Tests (Pentest) are carried out by the Red Team in our information systems in order to identify vulnerabilities that an attacker could exploit with the objective to implement measures preventing our assets from being compromised.

Training and Awareness

One of the main risk factors in a company is human error, due to this Axtel is concerned to keep constantly updated on security topics by having a Training and Awareness Program to aware our employees on information security topics and raise awareness about threats, with the objective of having reliable and secure services towards the Customer.

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Business Continuity

Is responsible for preparing a Business Impact Analysis (BIA) in order to identify the processes and critical services to subsequently develop continuity movements, with the aim of being prepared for a disruptive event.

Always seeking improvement in our services, we are aligned to the best practices in Business Continuity, as a result of this we have managed to certify our Business Continuity Management System in compliance with ISO 22301.

Testing and Exercising

Derived from the Business Impact Analysis, there are Business Continuity scenarios, which are tested annually or every time a significant change occurs in Axtel, with the aim of confirming that we are prepared for a disruptive event that could represent a risk to our operations.

Change Management

Having an adequate control of the changes in the information systems, allows us to carry out a traceability of the activities that are carried out, as well as to ensure the integrity of the information.

Patch Management

Carrying out the life cycle from asset identification to validation and deployment. Keeping ourselves constantly updated and protecting our information assets from potential risks.

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Identity Access Management

Identity Access Management aims to register and manage the logical accesses of users, as well as their permissions to information of Axtel systems, ensuring that access privileges are granted in accordance with the policies established in the company.

Laws and Regulations

At Axtel we identify and comply with the laws and regulations associated as a company, for example, the Federal Law on Protection of Personal Data held by Private Parties (LFPDPPP), Federal Communications Law, Federal Industrial Property and Copyright Law as well as the laws and regulations applicable to Axtel as a service provider, being an example of this the applications by the National Banking and Securities Commission (CNBV) .

Security Architecture

Design the structure of the information security controls needed before any changes or additions in the infrastructure of our services.

Security Operations Center (SOC)

The Security Operations Center is responsible for monitoring and protect the infrastructure of our services and customers. Within our SOC, security controls are designed, developed and implemented to mitigate asset risks, with specialized attention 24/7 by our security experts, which allows us to prioritize risks, as well as taking the advantage in detecting, analyzing and respond quicker to handle requests and control cyber security incidents before they can cause significant damage.

Thanks to our SOC our customers can focus on their efforts in the core of their company with the confidence that their assets are protected and constantly updated, under the international standards and best practices of Information Security.

Collaboration

Axtel collaborates with various authorities, agencies and interested parties such as the following:

UNAM CERT

POLICÍA FEDERAL

FGR

CNBV COMISION NACIONAL BANCARIA Y DE VALORES

IMPI INSTITUTO MEXICANO DE LA PROPIEDAD INDUSTRIAL

ift INSTITUTO FEDERAL DE TELECOMUNICACIONES

FIRST Improving Security Together

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