



Sistemas Aplicativos

**20
25** | **COMPANY
OF THE YEAR**

Driving impact across the customer value chain

*RECOGNIZED FOR BEST PRACTICES IN THE
CENTRAL AMERICAN & THE CARIBBEAN
MANAGED SECURITY SERVICES INDUSTRY*

F R O S T & S U L L I V A N

Table of Contents

<i>Best Practices Criteria for World-class Performance</i>	2
The Transformation of the MSS Market	3
SISAP: A Strategic Focus that Enables Success and Expansion	4
Meeting Customer Needs with Tailored Cybersecurity Services	5
Driving Customer Impact Through Trust and Deep Relationships	6
<i>Conclusion</i>	7
<i>What You Need to Know about the Company of the Year Recognition</i>	8
Best Practices Recognition Analysis	8
Visionary Innovation & Performance	8
Customer Impact	8
<i>Best Practices Recognition Analytics Methodology</i>	9
Inspire the World to Support True Leaders	9
<i>About Frost & Sullivan</i>	10
The Growth Pipeline Generator™	10
The Innovation Generator™	10

Best Practices Criteria for World-class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. SISAP excels in many of the criteria in the MSS space.

RECOGNITION CRITERIA	
<i>Visionary Innovation & Performance</i>	<i>Customer Impact</i>
Addressing Unmet Needs	Price/Performance Value
Visionary Scenarios Through Megatrends	Customer Purchase Experience
Leadership Focus	Customer Ownership Experience
Best Practices Implementation	Customer Service Experience
Financial Performance	Brand Equity

The Transformation of the MSS Market

The shortage of cybersecurity personnel has become one of the most influential issues in the industry, and security products and services are evolving to reflect organizations’ difficulty in hiring and retaining talent. The [ISC2 2024 Cybersecurity Workforce Study](#) has revealed a global gap of almost 4.8 million unfilled security positions, with 19.1% YoY growth. Considering the estimated number of filled cybersecurity positions across the world is close to 5.5 million, there are almost 9 empty seats for every 10 working personnel. Manning a SOC has never been more difficult, and the situation is not expected to improve for the foreseeable future.

While artificial intelligence (AI), machine learning (ML), and generative AI (GenAI) can somewhat alleviate this shortage of personnel by working as force multipliers for experienced and novice analysts alike, they are not enough by themselves. In fact, threat actors can leverage these technologies to write and distribute malicious code, create more effective targeted phishing campaigns, analyze stolen databases to prepare for credential-based attacks, and more.

Attackers are not only leveraging these new tools, but also count on support from nation-states involved in the ongoing East-West global conflict, increasing their resources. Vulnerabilities and zero-day threats are increasingly prevalent, and the number and sophistication of attacks have never been higher. Moreover, security vendors continue to develop complex solutions to deal with these advanced threats, but as a result, security stacks are becoming more difficult to manage, especially for smaller and less mature security teams.

Finally, due to digital transformation processes, hybrid and multi-cloud environments are now the norm. According to data from The State of the Cloud 2024 report by Frost & Sullivan, 47% of organizations use hybrid cloud (with a further 41% planning to leverage it in the next two years), while 38% are using multi-cloud (with an additional 45% planning to deploy it in the next two years). Similarly, many organizations use operational technology (OT) and IoT devices for their day-to-day operations, including mission-critical organizations. These intricate environments are much harder to secure, requiring complex solutions and holistic platforms that provide visibility across the security stack to mitigate threats.

In short, the cybersecurity landscape has become a battleground where businesses struggle to secure their business-critical assets amidst rising cyberattacks, expanding attack surfaces, and talent shortages. Managed security service providers (MSSPs) offer a combination of broad portfolios of highly advanced cybersecurity solutions, complemented by large and experienced security teams to prevent, detect, mitigate, and respond to threats on behalf of customer organizations. Outsourcing enables organizations to address the talent gap, improve their security posture, and focus on their business. MSSPs are poised for success in the cybersecurity industry, but they need to be able to deliver tailored, innovative, and scalable security services, along with professional services that enable them to multiply the value they provide for their customers, increasing security maturity.

SISAP: A Strategic Focus that Enables Success and Expansion

Based in Guatemala, SISAP has 39 years of experience in IT operations and managed security services. The firm's operations span over 11 different countries, centering in Central America and the Caribbean, but also including Latin America and the US. SISAP provides security services for organizations in multiple industries, including finance, manufacturing, technology, education, and government, among others. Due to its success in delivering effective security outcomes to its customers, the firm's growth rate is significantly higher than the market average, with a CAGR of 43.2% for the 2024-2026 period.

SISAP has three SOCs and two forensic labs, supported by more than 300 engineers. The firm constantly obtains new certifications to operate in different regions and across different industries: it has over 1,000 technical and commercial certifications, including PCI DSS (Payment Card Industry Data Security Standard), and is a member of FIRST (Forum of Incident Response and Security Teams). SISAP partners with over 125 technology and security organizations, including security vendors, delivering their products and working together to improve customers' security posture.

Furthermore, SISAP has created an organization called the Information Risk & Security Institute (IRSI), which provides education, including courses and certifications, to improve the capabilities of professionals in the IT and cybersecurity spaces. IRSI partners with organizations such as CompTIA (Computing Technology Industry Association) and ISC2 to enhance its education, including real-world case studies, and keeping up to date with the latest cybersecurity and threat developments. Each year, over 100 new cybersecurity professionals end their studies and certifications at IRSI. While many of them immediately find work at SISAP, this initiative helps alleviate the shortage of cybersecurity personnel in the entire region, providing massive direct value for multiple organizations.

As another example of SISAP's comprehensive security outlook, the firm has participated in the review process for national cybersecurity initiatives across various countries in the Latin American, Central

American, and Caribbean regions. Through this process, SISAP has provided essential feedback to various countries and generated a broad and meaningful impact on the local cybersecurity landscape, shaping current and future regulations. Such involvement underscores SISAP's commitment to making contributions to security at a wider scale, ensuring organizations in these regions can build their security strategies on strong foundations, helped by their governments.

These investments exemplify why SISAP stands out as a company that leverages best practices, megatrends, and technology to deliver untold value for its customers and for many other organizations in the region.

Meeting Customer Needs with Tailored Cybersecurity Services

At the heart of SISAP's success lies its ability to address customers' use cases and challenges through a combination of people, processes, and technology. Differentiating itself from commoditized providers, SISAP prioritizes tailored solutions over one-size-fits-all offerings. The firm has a dedicated architectural team that collaborates with customers during the presales stage to understand their unique business needs, risks, and goals. This consultative approach is the essence of the MSS market, blending managed and professional security services to ensure that SISAP designs and delivers a customized and comprehensive cybersecurity strategy, aligned to each client's specific requirements.

SISAP's offering includes managed XDR/SIEM with 24/7 monitoring of the customer environment, which unifies the security stack, provides visibility and actionability across the environment, and can serve as the focal point from which the provider can build an effective security posture. Other advanced managed security services that SISAP provides include next-generation SOC-as-a-service; managed EDR; managed next-generation firewalls; vulnerability management and remediation; and more. To complement these tools, SISAP provides customers with a broad professional service offering, including digital forensics and incident response; outsourcing services; technology implementation and support; cyber risk management and quantification; penetration testing; anti-fraud; and identity and access management consulting.

SISAP's roadmap includes developments in OT/IoT security and cloud security to cover more complex environments, serving the needs of different industries such as manufacturing, mining, oil, and utilities. Additionally, the upcoming threat hunting-as-a-service and adversary simulation services will allow customers to enhance their security posture by proactively identifying threats and mitigating risks.

SISAP is also working in additional ways of integrating AI and GenAI into its solutions and services, as these tools can multiply the value that security analysts bring, making detection, response, investigation, and threat hunting easier by cutting the time it takes to perform complex tasks, and bridging the knowledge gap between novice and expert professionals. Because of this, SISAP routinely attends AI-focused events, and funds additional, specialized training for its personnel to research the impact and usefulness of AI and GenAI in cybersecurity.

The right mixture of these tools allows SISAP to deliver effective security outcomes to a wide variety of organizations with complex security use cases and needs. SISAP's extensive team of security analysts, engineers, and other professionals help ensure a strong security posture and better cyber resilience for customer teams working alongside them, further improving the customer experience.

Driving Customer Impact Through Trust and Deep Relationships

SISAP drives additional value for its customers, partners, and employees in many other ways beyond its strategic focus and cybersecurity technology investments.

First, SISAP is highly engaged with wider security events such as RSAC, attending together with its customers to learn more about what other companies are doing in the market and stay one step ahead of threats. Additionally, the firm periodically prepares and hosts its own conference called “Connect” to drive engagement with its clients. During the conference, the firm’s team of experts delivers cybersecurity insights, threat intelligence news, and information on the latest megatrends in the space. Furthermore, SISAP invites guest speakers to talk about different topics, including analyst firms and other professionals, who can provide a different view on the market and share ideas about cybersecurity resilience. To different extents, both conferences help SISAP foster trust, collaboration, and partnership with its customers, deepening the bond and relationship with them.

The “Connect” conference includes the opportunity for customers to engage directly with SISAP’s experts to share their upcoming business plans, current and future use cases, and needs, through optional “Talk to an expert” meetings. SISAP gathers all feedback from these meetings and combines it with the data from regularly conducted customer experience surveys. These insights provide visibility into the technological and business needs of its customers, and allow SISAP to review its roadmap, prioritizing or adding certain items, developments, and trends to it. Furthermore, these engagements provide SISAP with the chance to design bespoke solutions and security strategies for some customers and can even plant the seeds for a future consulting engagement.

In addition, SISAP encourages its employees to pursue additional university studies and certifications by contributing an extra 15% of their salary (at a minimum) toward these endeavors, significantly boosting retention rates. On top of improving the lives of SISAP’s employees, this is yet another factor that has a highly positive customer impact. Lower employee attrition leads to better overall workplaces, and in the MSS space, it means that customers can count on working together with the same security analysts, improving the bond between provider and customer, and boosting cyber resilience. Additionally, it directly enhances the threat detection and response capabilities of SISAP’s team, ensuring they are up to date with their knowledge of attack techniques, incident response, and threat hunting.

In combination, its customized technology deployment approach and the firm’s customer focus result in an NPS of 79, one of the highest in the industry. SISAP stands out as a trusted, visionary MSSP that multiplies value for its customers and employees, augmenting the security maturity of the entire region.

Conclusion

In an increasingly complex cybersecurity landscape, SISAP has emerged as one of the leaders of the MSS space by delivering tailored, innovative, and customer-focused managed security and professional services. Its comprehensive portfolio, strategic investments in cutting-edge technologies, and unwavering commitment to service excellence enable SISAP to address the evolving needs of organizations across diverse industries and leverage growth opportunities in the cybersecurity industry. With its strong overall performance, SISAP earns Frost & Sullivan's 2025 Central American and the Caribbean Company of the Year Recognition in the MSS market.

What You Need to Know about the Company of the Year Recognition

Frost & Sullivan's Company of the Year Recognition is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

Best Practices Recognition Analysis

For the Company of the Year Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

Visionary Innovation & Performance

Addressing Unmet Needs: Customers' unmet or under-served needs are unearthed and addressed to create growth opportunities across the entire value chain

Visionary Scenarios Through Megatrends: Long-range scenarios are incorporated into the innovation strategy by leveraging mega trends and cutting-edge technologies, thereby accelerating the transformational growth journey

Leadership Focus: The company focuses on building a leadership position in core markets to create stiff barriers to entry for new competitors and enhance its future growth potential

Best Practices Implementation: Best-in-class implementation is characterized by processes, tools, or activities that generate consistent, repeatable, and scalable success

Financial Performance: Strong overall business performance is achieved by striking the optimal balance between investing in revenue growth and maximizing operating margin

Customer Impact

Price/Performance Value: Products or services offer the best ROI and superior value compared to similar market offerings

Customer Purchase Experience: Purchase experience with minimal friction and high transparency assures customers that they are buying the optimal solution to address both their needs and constraints

Customer Ownership Excellence: Products and solutions evolve continuously in sync with the customers' own growth journeys, engendering pride of ownership and enhanced customer experience

Customer Service Experience: Customer service is readily accessible and stress-free, and delivered with high quality, high availability, and fast response time

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty, which is regularly measured and confirmed through a high Net Promoter Score®

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company's long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

VALUE IMPACT			
STEP		WHAT	WHY
1	Opportunity Universe	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	Transformational Model	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	Ecosystem	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	Growth Generator	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	Growth Opportunities	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	Frost Radar	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	Best Practices	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	Companies to Action	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

*Board of Directors, Investors, Customers, Employees, Partners

About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at <http://www.frost.com>.

The Growth Pipeline Generator™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fuelled by the Innovation Generator™.

[Learn more.](#)

Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

Analytical Perspectives:

- **Megatrend (MT)**
- **Business Model (BM)**
- **Technology (TE)**
- **Industries (IN)**
- **Customer (CU)**
- **Geographies (GE)**

