

# Small Business Computer Services Company

## Introduction

This case study of a small business computer services company is based on a May 2023 survey of CyberGRX customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“CyberGRX customers performing supplier risk management functions have improved our efficiencies by taking advantage of our assessment results. We have, overall, had a very positive experience with CyberGRX.”

## Challenges

What key pain points have you experienced prior to using CyberGRX?

- Too much time spent completing bespoke assessments
- Urgent and unplanned bespoke assessment requests for presale procurement

## Use Case

What do you use CyberGRX for?

- Completing a self-assessment requested by a customer

In the next 6-12 months, which of the following ways will you use CyberGRX to improve your risk posture?

- Authorize more CyberGRX customers access to our CyberGRX assessment data
- Speed up deal flow by proactively sharing our assessment with non-CyberGRX customers/prospects during the sales process
- Update our CyberGRX profile & refresh our assessment

## Results

Compared to other tools, how would you rate the following features of CyberGRX?

- CyberGRX Assessment: **Significantly Better**
- Framework Mapper: **Significantly Better**
- Evidence Upload and Sharing: **Better**
- Assessment Results and Findings: **Better**

Thinking about the challenges typically encountered in a third-party cyber risk management program, how well has CyberGRX helped you improve your overall program management?

- Too much time spent completing bespoke assessments: somewhat reduced this challenge
  - Urgent and unplanned bespoke assessment requests for presale procurement: somewhat reduced this challenge
  - Too much time needed to address questions or requests post-assessment authorization: has not affected this challenge
- On a monthly basis, they said that CyberGRX has contributed **1-5 hours of time savings** within their third-party cyber risk program.

CyberGRX has enabled us to:

- Share our security assessment data with any customer
- Reduce time spent on assessment requests resulting in faster deal flow

### Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:  
**Small Business**

Industry:  
**Computer Services**

### About CyberGRX

With 360-degree correlated data and rich, diverse analytics to support real-time decision-making, you have more insight into your third-party cyber risk surface than ever before.

Learn More:

[CyberGRX](#)