

# Genpact Limited

## Introduction

This case study of Genpact Limited is based on a May 2023 survey of CyberGRX customers by TechValidate, a 3rd-party research service.



“CyberGRX enables us to confidently and efficiently manage our risk posture and cyber reputation while supporting our customer relationships and business goals.”

## Challenges

Genpact Limited experienced several business challenges that led them to evaluate and ultimately select CyberGRX. The key pain points that they experienced prior to using CyberGRX included:

- A lack of program success metric data (time saves, acceptance rate on shares, etc.) or benchmarkable data to share with the C-suite and/or the Board
- A lack of control over cyber reputation and risk posture due to use of security ratings and outside-in scanning tools
- Too much time needed to address customer follow up questions or requests post-assessment share

### Company Profile

Company:  
**Genpact Limited**

Company Size:  
**Large Enterprise**

Industry:  
**Professional Services**

## Use Case

Genpact Limited uses several of CyberGRX's key features and functionalities:

- Completing a self-assessment requested by a customer
- Proactively sharing our CyberGRX assessment with customers who send us assessment requests outside of CyberGRX
- Monitoring our risk profile and cyber reputation within the CyberGRX Exchange platform
- Assessing our own third party vendors as part of the procurement and/or risk management process
- Utilizing CyberGRX assessment and profile insights to prioritize improvements to our program
- Establishing benchmarks and creating reports for the C-Suite and/or Board

When asked what role the CyberGRX assessment occupies within their overall program, they said “It is the default assessment used for all current and prospective customer requests.”

In the next 6-12 months, Genpact plans to use CyberGRX to improve their risk posture by authorizing more CyberGRX customers to access their CyberGRX assessment data.

### 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](#)

## Results

Compared to other tools, Genpact Limited rated the following CyberGRX features as best-in-class to help achieve their program goals:

- CyberGRX Assessment
- Proactive Sharing
- Framework Mapper
- Threat Profiles
- Evidence Upload and Sharing
- Assessment Results and Findings
- Predictive Risk Profile

Thinking about the challenges typically encountered in a third-party cyber risk management program, Genpact reported that CyberGRX helped them improve their overall program management by significantly reducing:

- Time spent completing bespoke assessments
- Urgent and unplanned bespoke assessment requests for presale procurement
- Lack of program success metric data or benchmarkable data to share with the C-suite and/or the Board
- Lack of control over cyber reputation and risk posture due to use of security ratings and outside-in scanning tools
- Too much time needed to address questions or requests post-assessment authorization

On a monthly basis, they said that CyberGRX has contributed more than 15 hours of time savings within their third-party cyber risk program. CyberGRX has enabled them to effectively prioritize their cyber approach, remediation, and refresh through a single assessment.