cyber GRX

Small Business Professional Services Company

Introduction

This case study of a small business professional services company is based on a June 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 enables us to confidently and efficiently manage our risk posture and cyber reputation while supporting our customer relationships and business goals."

Challenges

What key pain points did you experience 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
- Proactively sharing our CyberGRX assessment with customers who send us an assessment

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
- Update our CyberGRX profile & refresh our assessment

Results

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

- CyberGRX Assessment: **Better**
- Proactive Sharing: **Significantly Better**
- Evidence Upload and Sharing: **Better**
- Assessment Results and Findings: **Significantly Better**
- Predictive Risk Profile: **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: **Significantly reduced this challenge**
- Urgent and unplanned bespoke assessment requests for presale procurement: **Somewhat reduced 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
- Have higher confidence in our risk posture and cyber reputation
- Effectively prioritize our cyber approach, remediation, and refresh through a single assessment

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:
Professional 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