

Global 500 Telecommunications Services Company

Introduction

This case study of a Global 500 telecommunications 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 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 have you experienced prior to using CyberGRX?

- Too much time spent completing bespoke assessments
- Too much time needed to address customer follow-up questions or requests post-assessment share

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 assessment requests outside of CyberGRX

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

- 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**
- Proactive Sharing: **Significantly Better**
- Framework Mapper: **Best In Class**
- Threat Profiles: **Significantly Better**
- Evidence Upload and Sharing: **Significantly Better**
- Assessment Results and Findings: **Significantly Better**
- Predictive Risk Profile: **Significantly 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**
- Too much time needed to address questions or requests post-assessment authorization: **Significantly 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.

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:
Global 500

Industry:
Telecommunications 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](#)