

Small Business Professional Services Company

Introduction

This case study of a small business professional 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. It has provided a firm base on which to measure our security posture.”

Challenges

What key pain points did you experience prior to using CyberGRX?

- Urgent and unplanned bespoke assessment requests for presale procurement
- 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

Use Case

What do you use CyberGRX for?

- 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
- Utilizing CyberGRX assessment and profile insights to prioritize improvements to our program

When asked what role the CyberGRX assessment occupies within their overall program, they said **“It is the default assessment used for all presale security requests.”**

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, they rated the CyberGRX Assessment feature as ***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: **somewhat reduced this challenge**
- Urgent and unplanned bespoke assessment requests for presale procurement: **significantly reduced this challenge**
- Lack of program success metric data or benchmarkable data to share with the C-suite and/or the Board: **significantly reduced this challenge**
- Lack of control over cyber reputation and risk posture due to use of security ratings and outside-in scanning tools: **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.

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](#)