

# Medium Enterprise Computer Software Company

## Introduction

This case study of a medium enterprise computer software 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 made it easy to present our security compliance benchmark with our customers in an easy way. This helped us to secure the trust from customers.”

“The team at CyberGRX is supportive and it is easy for us to carry out the activities.”

## Challenges

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

- Too much time spent completing bespoke assessments
- 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

## 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
- 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 current and prospective customer 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
- Speed up deal flow by proactively sharing our assessment with non-CyberGRX customers/prospects during sales process
- Update our CyberGRX profile & refresh our assessment
- Use CyberGRX to manage our organization’s own third-party ecosystem (request assessments from others)

## Results

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

- CyberGRX Assessment: **Best In Class**
- Proactive Sharing: **Best In Class**
- Framework Mapper: **Best In Class**
- Threat Profiles: **Best In Class**
- Evidence Upload and Sharing: **Best In Class**
- Assessment Results and Findings: **Best In Class**
- Predictive Risk Profile: **Best In Class**

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

On a monthly basis, they said that CyberGRX has contributed **6-10 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
- Establish clear benchmarks and create reporting for the C-Suite and/or Board

### 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:  
**Medium Enterprise**

Industry:  
**Computer Software**

### 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](#)