

# Small Business Hospitality Company

## Introduction

This case study of a small business hospitality company is based on an August 2022 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 Predictive Risk Profiles provide me dynamic and immediate data on my third parties that I previously did not have with assessments alone.”

“CyberGRX is helping me improve my third-party cyber risk management program through the ability to continuously monitor and analyze my third-party risk data beyond assessments and workflows.”

“Allows us to have insight into a very large number of vendors in our space. We simply would not have been able to staff the team to handle assessing risk for the number of vendors we have.”

## Challenges

The business challenges that led the profiled company to evaluate and ultimately select CyberGRX:

- What were the key pain points experienced prior to using CyberGRX:
  - Completed assessments taking too long to receive
  - Process was focused on assessment completion and not data analysis
  - A lack of visibility against current cyber threats involving third parties

## Use Case

The key features and functionalities of CyberGRX that the surveyed company uses:

- What do you use CyberGRX for:
  - Assessing third parties as part of a compliance program (assessment audits)
  - Continuously monitoring third parties as part of a cybersecurity program
- Said that CyberGRX Predictive Risk Profiles are:
  - Used frequently by me and/or my team in the absence of self-attested assessments
  - Used frequently by me and or/my team in conjunction with self-attested assessments

## Results

The surveyed company achieved the following results with CyberGRX:

- Realized a return on their investment with CyberGRX within the first 6 months.
- Compared to other tools, how would you rate the following features of CyberGRX:
  - Auto-Inherent Risk Ratings: Better
  - Predictive Risk Profiles: Significantly Better
  - Framework Mapper: Significantly Better
  - Threat Profiles: Significantly Better
  - Third-Party Threat Intelligence Scores & Data (RiskRecon and Recorded Future integrations): Significantly Better
- Said that due to the Exchange model and Predictive Risk Profiles that CyberGRX provides, “I have visibility to data on more than 75% of my third parties under management.”
- Reported that CyberGRX platform is very important to their overall third-party cyber risk management 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:  
**Small Business**

Industry:  
**Hospitality**

### 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](#)