cyber **GRX**

Persistent Systems Limited

Introduction

This case study of Persistent Systems Limited is based on a May 2023 survey of CyberGRX customers by TechValidate, a 3rd-party research service.

> "With CyberGRX, we have reduced our time to validate and onboard with customers. We have been associated with CyberGRX now for over 3 years, and year over year, the assessments have been consistent and fruitful."

Challenges

What key pain points did you experience 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
- Utilizing CyberGRX assessment and profile insights to prioritize improvements to our program

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

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: **Significantly Better**
- Threat Profiles: **Significantly Better**
- Evidence Upload and Sharing: **Best In Class**
- Assessment Results and Findings: **Best In Class**
- 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**
- 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: **Significantly reduced this challenge**
- Lack of control over cyber reputation and risk posture due to use of security ratings and outside-in scanning tools: **Somewhat reduced 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

Company:
Persistent Systems Limited

Company Size:
Small Business

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

Research by **TechValidate** by SurveyMonkey