CYBERGRX CASE STUDY

Medium Enterprise Computer Services Company

Introduction

This case study of a medium enterprise computer services company is based on an April 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 has enabled us to share our security assessment data with any customer to reduce time spent on assessment requests resulting in faster deal flow and higher confidence in our risk posture from our customers.""

Challenges

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

- Urgent and unplanned bespoke assessment requests for presale procurement.
- Too much time needed to address customer follow up questions or requests post-assessment share.

Use Case

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

- Completing self-assessments requested by a customer.
- Said the CyberGRX assessment is the default assessment used for all customer requests.
- Activities on the CyberGRX Exchange they anticipate they'll leverage to improve their risk posture in the next 6-12 months:
  - Speed up deal flow by proactively sharing their assessment with customers during the sales process.

Results

The surveyed company achieved the following results with CyberGRX:

- Rated the following CyberGRX features as "Best In Class" in comparison to other tools: CyberGRX Assessment, Threat Profiles, Validation Upload and Sharing, Third Party Intelligence Score and Data, and Predictive Risk Profile.
- Claimed CyberGRX's Framework Mapper is better in comparison to other tools.
- Said that the CyberGRX Framework Mapper feature has been very important in allowing them to respond to their customers' varied requests.
- Significantly reduced the challenge concerning the lack of program success metric data or benchmarkable data to share with the C-suite and/or the Board.
- Significantly reduced the amount of time needed to address questions or requests post-assessment share.
- Significantly reduced the challenge around the lack of control over cyber reputation and risk posture due to use of security ratings and outside-in scanning tools.
- Reduced the amount of time spent completing bespoke assessments.
- Helped reduce urgent and unplanned bespoke assessment requests for presale procurement.
- Said that CyberGRX has helped save time 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:
Medium Enterprise

Industry:
Computer 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

Research by **TechValidate** by SurveyMonkey