

Charter Communications, Inc.

Introduction

This case study of Charter Communications, Inc. is based on an October 2021 survey of Kenna.VM customers by TechValidate, a 3rd-party research service.



“Kenna has helped in triaging and remediation tracking which is effective for metrics and getting buy in from top down.”

“Both Customer support manager and engineers are fantastic and always on the top of the ball to help us with process improvements.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Kenna.VM:

- The vulnerability management challenges they were experiencing that led them to implement the Kenna.VM:
 - Too many vulnerabilities with no way to effectively prioritize
 - High volume of security data lacking context for decision making
 - Inefficiencies in vulnerability remediation

Use Case

The key features and functionalities of Kenna.VM that the surveyed company uses:

- The approach they used to prioritize vulnerabilities prior to Kenna:
 - A rating system from scanner
- They best describe their current engagement model between the Security and IT team as Security investigates and prioritizes vulnerabilities; IT remediates.
- The criteria they use to evaluate the success of your Kenna.VM implementation:
 - Reduction in Mean Time To Remediate (MTTR)
 - Kenna risk score reduction
 - SLA adherence

Results

The surveyed company achieved the following results with Kenna.VM:

- Before Kenna vs. After Kenna: Have you seen a reduction in time spent on the following activities? (Security and IT team time combined)
 - time spent on Vulnerability Investigation: 50 – 75%
 - time spent on remediation: 25 – 50%
 - time spent on reporting: over 75%
- Kenna’s primary advantage(s) over other vulnerability management platforms:
 - Kenna provides meaningful and actionable data for remediation (remediation intelligence)
 - Kenna is updated continuously with real-time information
 - Kenna includes multiple threat intel feeds (eliminating the need for subscription)
- Rates the following for Kenna.VM compared to other vulnerability management solutions:
 - remediation Intelligence (guidance on “what to fix first”): superior
 - integrated real-time global exploit intelligence: superior
 - data science-based risk scoring methodology: on par
 - “Off the shelf” integrations with a wide range of security data sources: inferior
 - predictive vulnerability modeling: on par

Company Profile

Company:
Charter Communications, Inc.

Company Size:
Fortune 500

Industry:
Telecommunications Services

About Kenna.VM

Cisco Vulnerability Management (formerly Kenna.VM) offers an effective, efficient way to reduce your risk profile using risk-based prioritization powered by data science. Rely on it to ID the vulnerabilities that put you at the greatest risk, create a self-service environment for remediation teams, set intelligent SLAs based on your risk tolerance, compare your risk posture against industry peers, deliver clear reports with intuitive metrics, and more.

Learn More:

[Cisco Vulnerability Management](#)