

Introduction

This case study of SurveyMonkey is based on an April 2022 survey of CyberGRX customers by TechValidate, a 3rd-party research service.

Challenges

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

- ⬡ Too much time spent completing bespoke assessments.
- ⬡ Urgent and unplanned bespoke assessment requests for presale procurement.
- ⬡ A lack of control over cyber reputation and risk posture due to the 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

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

- ⬡ Completing self-assessments requested by a customer.
- ⬡ Assessing their own third-party vendors as part of the procurement and/or risk management process.

Activities on the CyberGRX Exchange they anticipate they'll leverage to improve their risk posture in the next 6-12 months:

- ⬡ Update their CyberGRX profile & refreshing their assessment.
- ⬡ Use CyberGRX to manage their organization's own third-party ecosystem (request assessments from others).

Results

The surveyed company achieved the following results with CyberGRX:

- ⬡ Rated the CyberGRX Assessment as "Best in Class" in comparison to other tools.
- ⬡ Said that CyberGRX's Framework Mapper is better in comparison to other tools.
- ⬡ Rated the following CyberGRX features as "Significantly Better" in comparison to other tools: Threat Profiles, Validation Upload, and Sharing, Third Party Intelligence Score, and Data and Predictive Risk Profile.
- ⬡ Said that the CyberGRX Framework Mapper feature has been important in allowing them to respond to their customers' varied requests.
- ⬡ Reduced the time spent completing bespoke assessments.
- ⬡ Helped to reduce the lack of control over cyber reputation and risk posture due to the use of security ratings and outside-in scanning tools.
- ⬡ Significantly reduced unplanned bespoke assessment requests for presale procurement.
- ⬡ Significantly reduced challenges 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.
- ⬡ Said that CyberGRX has saved time within their third-party cyber risk program.

Quote

"CyberGRX requests are the best thing to receive because it takes me 15 seconds to authorize and send the information."

Source:

Mikolka Morrill, Sr Solutions Engineering Manager, SurveyMonkey

Company Profile

Company: SurveyMonkey **Company Size:** Medium Enterprise
Industry: Consumer 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.

