

# Leading Cybersecurity Service Provider Elevates its Risk and Compliance Management Services with TruOps

## SUMMARY

Our client, a renowned cybersecurity service provider, offers a comprehensive range of services, including risk assessment, incident response, penetration testing, vulnerability assessment and compliance services that cater to healthcare, higher education, tech companies, financial services, manufacturing, and other industries throughout North America.

After vetting multiple multi-tenant vendors in the industry, the client chose to deploy TruOps over others as their preferred GRC solution. TruOps' robust features and scalability, combined with its reputation for excellence in risk management, set it apart from competitors.

## CHALLENGES

The complexity of threats demanded a cohesive approach to risk management across the client's service offerings. Manual processes for risk assessment and compliance tracking were resulting in significant inefficiencies, hindering our client's ability to deliver timely and effective services, and increasing their cost of doing business.

### THE CLIENT'S MOST PRESSING GRC INEFFICIENCIES INCLUDED:

#### 1. Managing the GRC of multiple clients through excel files

This inefficient client management system relied heavily on manual Excel files that lack the robustness and scalability required for comprehensive GRC management, making the process prone to errors, created version control issues, and generated data discrepancies, especially when handling large volumes of information across numerous clients.

#### 2. Inability to track assessment results efficiently

Difficulty in tracking assessment results and determining next steps made maintaining consistency and standardization without a centralized system nearly impossible, leading to fragmented data results and disparate approaches to tracking risk assessment and compliance monitoring.

#### 3. Protracted response time and risk aggregation

Time spent coordinating updates, tracking changes, and communicating with stakeholders had become a cumbersome task, impeding efficient collaboration and decision-making which resulted in protracted response time in assessing and mitigating risks.

## SOLUTION

TruOps provided the client with a multi-tenant capability, allowing them to manage their customers through a single instance while maintaining segregation and security between each tenant's data.

### TRUOPS DELIVERED:

- 🔌 Multi-tenant capability which allowed the client to create dedicated tenant instances, manage and organize customer data securely, and ensured confidentiality and compliance with regulatory requirements.
- 🔌 The flexibility to customized services and access levels for each customer, ensuring our client delivered a personalized and secure experience to their customers.
- 🔌 Customizable tenant instances within the platform permitted the client to tailor each instance to meet the unique organizational needs of their customers, including organizational structure, compliance requirements, and dedicated risk registers and repositories.
- 🔌 Dedicated dashboards in tenant instances provided specific key performance indicators (KPIs) that aligned with compliance standards like NIST and ISO. This feature offered comprehensive insights into each customer's compliance status, aiding informed decision-making.
- 🔌 Fully configurable reports gave a holistic view of their customer's current risk and compliance posture.

## RESULTS

### Following the integration of TruOps, our client was able to achieve:

- An enhanced and streamlined approach to managing 100+ customer relationships effectively and the ability to scale their operations to meet growing demands.
- A gross reduction in compliance assessment time.
- An efficient compliance monitoring process that tracked key indicators and identified areas for improvement.
- Comprehensive results and findings from risk assessments and enhanced communication that elevated your client's trust with their customers.

## CONCLUSION

The integration of TruOps was a remarkable success, meeting and surpassing the client's expectations. Not only did TruOps elevate the client's cybersecurity risk management services but also created a comprehensive risk-based approach to viewing, managing, and reporting risk and compliance for the client's customers.

To learn more, visit <https://www.truops.com>