CyberGRX Scales to Meet Increasing Demand for Third-Party Risk Management

The cybersecurity industry has grown exponentially recently. With growing SaaS adoption, remote work, constant attacks, and stricter regulations, security teams are being stretched thin. As a leader in third-party risk management, CyberGRX's offering augments the internal security capabilities of companies as they navigate remote work and SaaS applications become the norm.

Part of this process is **control mapping**: comparing their set of vendor risk management requirements with industry-standard matrices (like SOC2 and ISO270001). With a small team creating these mappings for all prospects and customers, it soon became infeasible to accomplish using just spreadsheets and basic search tools.

CHALLENGE

4,000 Excel Rows	Searching through thousands of lines to find the relevant data wasted valuable time - driving up the cost of sale.
Un-Structured Data	Mappings nomenclature and location are inconsistent and difficult to remember.
Unrealistic Deadlines	In heated sales cycles, the sales team expected these mappings to be done in a matter of hours, which was not feasible given the spike in demand.

SOLUTION

Centralized Data	In Ombud, all previous mappings are searchable, with patterns and consistencies easily found.
Organized Sections	Content is sectioned off and searchable from anywhere - even outside of a mapping exercise.
Efficient Delivery	Mappings can be turned around within a day while still being able to focus on other vital business activities.

RESULTS

With Ombud, the CyberGRX team is empowered to deliver control mappings quickly while having the time to innovate and support their customers.

2,000+ cybersecurity framework control elements mapped within first 90 days

54% of mappings are used from previous documents

1.8 days average turnaround time of mappings completed

Bonus Use Cases: CyberGRX has adopted Ombud for its RFP responses, Security Questionnaires, and as a knowledge base for team members across the organization.

"*It's become a matter of clicks to upload spreadsheets or docs into Ombud—allowing us to turn around requests efficiently and effectively.*"
— Dave Stapleton, CISO

About Ombud

Customers rely on Ombud to automate the content-centric activities in their sales processes. Our platform combines content collaboration, project management, and machine learning to streamline the creation of sales documents like RFP responses, security questionnaires, sales proposals, statements of work, and much more.

OMBUD

Let's Get Started

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