

CUSTOMER CASE STUDY

Scaled Up InfoSec Risk and Compliance at Netskope with ZenGRC

The Challenge

Scaling up information security and compliance programs without increasing headcount.

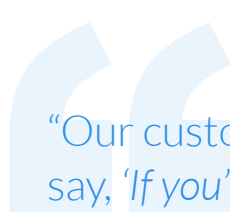
1. The increasing scope and complexity of compliance standards caused a burden on Netskope's team.
2. Customers are in highly-regulated industries, with ever-growing requirements and scrutiny on their vendors.

Real-World Solutions

Netskope is a leading security cloud company with offices in 6 countries. Netskope security cloud provides unrivaled visibility and inline data and threat protection when accessing cloud services, websites, and private applications from anywhere, on any device. Netskope's customers, many highly-regulated, need their vendors to align with their global compliance requirements.

Netskope needed a platform that would enable their team to work more efficiently, formalize reporting, and scale as the company grows without having to add more headcount. Their compliance team had key requirements the solution needed to meet:

- Interoperability with applications in tech stack to automate manual data aggregation and status updates
- Central system of record to:
 - Maintain all vendors and risk assessments
 - Map common controls to multiple frameworks
 - Provide a birds-eye view across risk and compliance
- Process and workflow efficiency to:
 - Reduce manual overhead
 - Formalize monitoring and reporting
 - Scale vendor and third-party due diligence process
- Risk intelligence to:
 - Map controls in the risk register
 - Report on risk data to Executives and Board of Directors



“Our customers say, ‘If you’re connecting into our system, we need to know how your internal controls work.’ We have customers looking out to fourth parties... It's critical that we demonstrate our compliance maturity in order to keep our customers happy.”

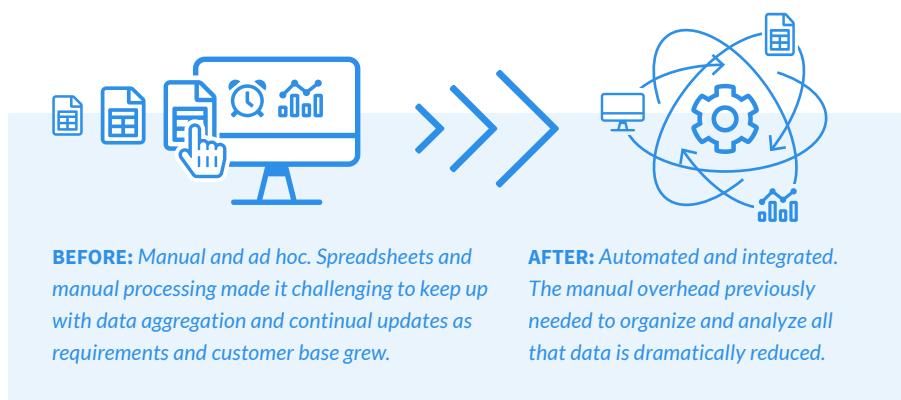
Data Protection Officer, Netskope

Making a Business Case for ZenGRC

Netskope's Data Protection Officer consulted with peers and evaluated several other incumbent solutions before selecting ZenGRC. *"We did an RFP against a number of different vendors. Some solutions have all the bells and whistles but require too much management overhead. We needed it to be a light touch for the team."*

Netskope chose ZenGRC because of its:

1. Ease of use
2. Flexibility and extensibility to meet evolving industry requirements
3. API integrations to business and infosec applications
4. Cloud-based model, removing the need for complex infrastructure deployment and maintenance.



Automation & Integration

The golden rule: Never type it twice when you can automate it! Automate once and use it over and over. ZenGRC works with other some of the most widely used business and infosec apps, enabling data to be automatically pulled from an external application into ZenGRC.

Optimizing common control sets is also a key value in ZenGRC. The platform maps industry standards and frameworks to controls in one place. This reduces redundancy, duplicity and identifies gaps.

Key Results

- *Reduced audit time by 50% with easy accessibility to controls and documentation*
- *Streamlined business processes for gathering and analyzing partner risk data*
- *Reduced time to vet and onboard a new vendor*
- *Improved risk-balanced decisions for the business*

"We're integrating different toolsets to reduce manual processes. One of my goals is to reduce overhead so the business can scale, and that's where automation is paramount."

Data Protection Officer, Netskope

About Reciprocity

Reciprocity simplifies Information Security by connecting people, processes, and technology. Our innovative ZenGRC, is a cloud-based, enterprise-grade software solution that modernizes audit, vendor, and risk management. With streamlined processes, data-backed decision-making, and a safeguarded information environment, ZenGRC transforms governance, risk, and compliance from a burdensome expense to a strategic advantage.

Reciprocity is headquartered in San Francisco, U.S.A, with offices in Slovenia and Argentina. To learn more, contact us at (877) 440-7971 or engage@reciprocitylabs.com.

