Client Success Story

Member-owned Healthcare Services Organization

Quick Overview

Industry
Member-owned Healthcare Services

Company Size
4000+ employees

Tech Stack
Microsoft Azure, Owned Data Centers, Amazon Web Services (AWS)

Security Challenge
Vendor Risk Management - Security Questionnaire Response

Compliance Goals
HIPAA and NIST

The Challenge

A Member-owned healthcare services organization in Texas, had an information security program which lacked the resources to complete the overwhelming number of security questionnaires assessments from their customers. Their goal was to find a vendor that would provide a managed service to remove the pain for the security questionnaire process by completing security questionnaires on an agreed upon SLA. By quickly and accurately completing their security questionnaires the organization was able to build trust with their customers and were able to close deals faster.

How SecureCoders Helped

To help manage their goals and better understand the unique needs of the organization SecureCoders proposed and Security Questionnaire Response Manage Services to ensure questionnaires were responded to in a timely manner so they could convey to their customers that they were committed to information governance, risk, compliance and security.

Key Solutions Delivered

Secure Coders implemented a Security Questionnaire Response Service and accomplished the following:

> SecureDawn Product Jumpstart: Dedicated resource to assess and analyze the Security Response program, built a questionnaire library and evidence repository.

> Assessment Review Managed Service: Review of completed vendor security questionnaires (VSQ's) where existing documentation existed.

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> Full Assessment Support Managed Service: Review of completed VSQ's communication with internal and external stakeholders, critical feedback on responses and review of documentation referenced in responses.

Results & Business Impact

Through our Security Questionnaire Response Service, we were able to deliver on the various needs of the organization and their customers' need for a secure and compliant partner. Securecoders successfully improved operation the governance, risk, compliance and security program, by delivering the following:

- ✓ Fast Security Questionnaire Response: Response to all questionnaires within an agreed upon SLA (between 24 - 28 hours)
- ✓ Improved Team and Customer Collaboration: Ability to assign questionnaires for 20+ applications to different stakeholders for accurate and complete responses.
- ✓ Ability to build customer trust and close deals faster: Response to current and potential customers quickly/professionally resulted in faster sales cycles and increased trust.

NEED HELP WITH SECURITY QUESTIONNAIRES?

Schedule a Free Consultation

Do you need help with your Security Questionnaire Responses? Our team of experts is ready to help streamline your process and build customer trust.

Schedule a Consultation