Security Scorecard

MAX for Food Manufacturing Services Provider

Fortune 500 provider expands coverage of vendors under management by 5x
SecurityScorecard MAX increases supply chain risk visibility and resilience

The Challenge: Lack of Resources

The customer has implemented a mature supply chain risk management process but they lack the resources to perform comprehensive assessments, monitor vendor risk, and respond to serious incidents. Only one full-time employee (FTE) of capacity was available to perform all the work necessary to manage 600 vendors. As a result, their supply chain risk management process was only effective for 20% of their vendors.

KEY BENEFITS

- 100% coverage of vendors under management
- Reduced vendor incident likelihood
- Improved supply chain cybersecurity efficiency

About the Customer

The customer is a shared services provider that supports nearly 70 food manufacturing companies. The cybersecurity organization owns supply chain risk management for their organization and that of their bottling customers. They have implemented a two-tier supply chain risk management system. Critical vendors are required to undergo a rigorous cybersecurity assessment at contracting and demonstrate compliance. Non-critical did not require the assessment but like critical vendors, their cybersecurity posture is continuously monitored. This framework allowed the customer to focus our resources on the vendors that had the most business impact while still reserving the ability to respond to meaningful risks across supply chains.

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> **MAX assists us tremendously with remediations and proactively identifying and resolving issues before they become a problem.**
>
> Cybersecurity Analyst

Customer Info

Industry
Food manufacturing

Headquarters
United States

Products
MAX managed services for SCDR

The Solution: Comanaged Supply Chain Cybersecurity

The customer adopted MAX, SecurityScorecard's managed service for Supply Chain Detection and Response (SCDR). MAX was deployed as a co-managed solution that increased the return on investment of their existing SecurityScorecard implementation. The customer's team focused on driving outcomes via direct engagement with vendors and internal business partners. The MAX team was responsible for assessing and monitoring the customer's vendors, helping the customer to engage and respond to risk changes and incidents or breaches.

Incident Likelihood Assessments provided comprehensive analysis of the vendor's likelihood of encountering a breach or serious cyber incident. This helped the customer to prioritize who it provided questionnaires to and provided a stand-alone assessment for organizations. MAX's Vendor Risk Operations Center continuously analysed thousands of signals, findings, and indicators, using its expert insight to alert the customer to the most significant breach indicators and advise on trends across all vendors. MAX armed the customer with detailed remediation plans to discuss with its vendors, helping them to mature and enhance their information security postures and reduce the risk of encountering a breach or serious cyber incident. The MAX team also provided the customer detailed notifications to share with vendors and reports on the vendors' remediation progress.

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> ## SecurityScorecard has helped us mature our understanding of how events occur, what could be potential threats, and how to get in front of them before they cause damage
>
> Cybersecurity Analyst

SecurityScorecard

The Results: Increased Visibility and Resilience

The customer gained the support of a dedicated team of cybersecurity experts who took a significant share of the day to day supply chain cybersecurity tasks. This enabled the in-house cybersecurity team to focus on strategic activities while increasing the overall program's coverage of vendors under management. Instead of assessing and monitoring only 20% of vendors, they now do this for 100% of them. Having optimized their resources towards accelerating their supply chain cybersecurity maturity, the customer now has full visibility of supply chain risks, less supply chain incidents, and a lower time to respond to supply chain breaches.

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> We know that supply chain breaches can cost millions. SecurityScorecard and MAX help us prevent that from happening.
>
> Cybersecurity Analyst

100% coverage of vendors under management

MAX was able to help the customer increase the number of vendors under management at a pace and scale that was greater than was possible had the customer attempted the same on their own. MAX is highly efficient and cost effective. As a result, the customer can do more with less and increase the return of supply chain security investments.

Reduced vendor incident likelihood

MAX enhanced the customer's ability to drive remediation of vendor security issues, reducing the likelihood that a vendor incident or breach would compromise the customer's data or business operations. Helping vendors resolve their security issues demonstrates commitment to their success and a proactive approach to shared security, which builds trust and deepens collaboration.

Improved supply chain cybersecurity efficiency

Utilizing MAX's workflows and outputs has reduced the workload on the customer's personnel. The likelihood assessment means that the customer no longer needs to chase all vendors to complete a questionnaire, or reviewing the SecurityScorecard platform to see the latest findings for vendors, and can instead focus on high value third-party risk management-related tasks and outputs.

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