

## CASE STUDY

# MAX in the Industrial Sector

## Semiconductor manufacturer responds to time-sensitive vendor security issue SecurityScorecard drives 80% critical risk vendor engagement

### The Challenge: Unresponsive critical risk vendors

The customer faced an urgent and high-stakes security review. A portfolio of 34 critical risk vendors, all with VPN access to the customer's infrastructure, required a security assessment under an extremely tight deadline. They were struggling to make progress due to vendors being unresponsive, leading to growing concern of a security incident linked to their supply chain.

### Solution: Custom questionnaire management

The customer has implemented MAX, SecurityScorecard's managed service for Supply Chain Detection and Response, in part to take ownership of vendor questionnaire creation, delivery, and analysis. The MAX team rapidly deployed a structured questionnaire workflow that streamlined communication and supported automation. This approach adapted the customer's original assessment content into the SecurityScorecard platform, which enabled automated tracking and validation of vendor responses. The MAX service also provides continuous monitoring and direct vendor interaction for issue remediation.

### Result: Timely and comprehensive risk awareness

Within 48 hours, an impressive 80% questionnaire completion rate was achieved. The clear communication and expert follow-up from the SecurityScorecard team motivated previously unresponsive vendors to participate, which significantly reduced the burden on the customer's internal teams. This successful emergency deployment has cemented SecurityScorecard MAX as a trusted partner in the customer's ongoing supply chain cybersecurity strategy.



SecurityScorecard demonstrated they could step in during an emergency and deliver under pressure with significant measurable success.”

VP, IT and InfoSec

#### Customer Info



##### Industry

Semiconductor manufacturing



##### Headquarters

Japan



##### Products

MAX Managed Services