

CASE STUDY

A Case for ZenGRC: CIOs Sleep Better, Even in a Pandemic

When COVID-19 changed business as usual at a brand-name resort, infosec programs marched on thanks to ZenGRC

The pandemic left many organizations scrambling to maintain seamless operations — but not a leading resort management company. With Reciprocity's ZenGRC® platform implemented just 90 days before the countrywide lockdown, the CIO was able to breathe a sigh of relief, confident the company was meeting compliance reporting requirements and maintaining risk visibility.

The organization scaled, GRC did not

A leading resort management company was on a rapid growth trajectory, spurred by a flurry of acquisitions and employment spiking to nearly 50,000 employees during peak seasons. Yet the organization's infosec processes hadn't scaled accordingly, continuing to rely on email and spreadsheets as the basis for GRC activities.

"We had ramped and prioritized other enterprise back-office functions, but compliance programs were largely manual," said the organization's Director of Information Security.

“Suddenly we found ourselves in 2019 with multi-million dollar operations and knew it was time to rethink and mature our GRC program — and fast.”

RESULTS:

Continuous
GRC activities
during pandemic

50%
compliance
time savings

90 days
from purchase to
PCI assessment

Scalable GRC
foundation for
rapid maturation

RFP leads to Reciprocity

The organization's team of two were at their limit, trying to meet IT compliance obligations related to PCI and SOX, while taxed by having to manage such a large commitment with small, traditional spreadsheet methods. The company issued an RFP, evaluating several GRC tools. Reciprocity's ZenGRC platform quickly emerged as the frontrunner due to its user-friendly experience, intuitively designed platform and value for cost.

The Reciprocity account team helped seal the deal, providing exceptional support from sale through the implementation and beyond.

"It was clear from the outset that ZenGRC could grow with our organization, making the decision to purchase an easy one," continued the Director of Information Security. *"We signed the contract with Reciprocity at the end of November, implemented in December and kicked off our PCI assessment at the beginning of February 2020. And then the pandemic arrived."*

Pandemic shines light on efficiency gains

With the ZenGRC platform, the company was able to accelerate its PCI assessment, conducting it twice as quickly as previous assessments. This immediate savings proved incredibly valuable as most of the associated activities were completed by the time the pandemic struck.

"ZenGRC delivered much-needed continuity and value during a time of uncertainty caused by the pandemic," the Director of Information Security added. *"It was a huge weight off our CIOs back that we could maintain our compliance obligations as planned and on schedule. Our program didn't miss a beat."*

A bigger, broader GRC goal

In addition to PCI, the organization uses the ZenGRC platform for SOX compliance, crediting the platform for more frequent and streamlined evidence collection. Teams load evidence into the tool and auditors collect what's needed, reducing tedious back and forth exchanges.

"We asked our external auditor, PwC, to use ZenGRC for our SOX audit, for everything from evidence requests, to questions about the status of tasks," shared the Director of Information Security. *"The goal is to get everything within ZenGRC to fully support ongoing audit and assurance processes."*

Program maturation with Reciprocity support

Each year the organization has expanded its use of the ZenGRC platform to manage additional GRC initiatives, and has plans to support its internal audit assessment program, as well as broader exception and policy management with the tool in the future.

"From day one we have been very intentional to not just upload information and run compliance programs as we have in the past," continued the Director of Information Security. *"The Reciprocity team has worked with us to determine what a scalable and repeatable program looks like, allowing us to meet our immediate PCI objectives, while evolving usage to reap additional benefit."*

Enterprise-wide visibility and stability

From the start, key stakeholders across the leadership, infosec, internal auditing and financial reporting teams have been aware of the foundation being built with the ZenGRC platform, meeting monthly to discuss how to evolve use cases, drive collaboration across the company and ensure alignment with the company's infosec growth plans.

"We continue to take our learnings and build upon the foundation created within ZenGRC, seeing continued year-over-year and quarter-over-quarter benefits," continued the Director of Information Security. *"ZenGRC has been the cornerstone to maturing our GRC program, creating stability, consistency and trust across our organization."*

ABOUT RECIPROCITY: Reciprocity powers the fastest, easiest and most prescriptive information security solutions through one simple yet powerful platform that efficiently organizes and intelligently optimizes infosec programs.