Case Study

Transforming GRC Operations: How Operative Enhanced Efficiency and Compliance with Cypago

Introduction

Operative is a leading software development company specializing in providing services and platforms for digital ad management and linear broadcasting systems to major players in the media industry. Their environment and infrastructure are complex, incorporating multi-tenant and single-tenant cloud environments, as well as off-the-shelf products with professional services.

Challenge

Operative faced significant challenges in their Governance, Risk, and Compliance (GRC) processes, particularly concerning audits and user access reviews (UAR). With 15 annual audits, managing evidence collection and stakeholder coordination through manual processes, including Excel spreadsheets and SharePoint folders, was inefficient and labor-intensive. Moreover, conducting UARs across multiple cloud systems added complexity and further increased manual workload.

Solution Selection Process

Operative embarked on a solution shopping process with the goal of streamlining their GRC operations, reducing labor hours, and minimizing the involvement of numerous stakeholders. They evaluated various options in the market, considering factors such as automation capabilities, integration compatibility, and user access review functionalities.

Why Cypago was Chosen

Cypago emerged as the preferred solution for Operative due to its comprehensive automation features and seamless integrations with their existing toolset. Of particular importance was Cypago's user access review functionality, which addressed the challenges posed by manual processes across multiple cloud systems. The platform's ability to extract and present data in a coherent manner significantly reduced manual labor and improved efficiency.

Implementation and Results

Since implementing Cypago, Operative has experienced significant improvements in their GRC processes. The platform's automation capabilities have streamlined evidence collection, eliminating the need for manual data entry and organization. Labor hours have been reduced by 30 to 35%, allowing the team to allocate resources more effectively. The user access review process has been transformed, eliminating manual tasks such as exporting spreadsheets and tickets. This has resulted in a dramatic increase in efficiency and productivity.

Customization and Flexibility

Operative highlights Cypago's platform as highly customizable, allowing them to tailor data extraction and integration to their specific needs. While the out-of-the-box solution provided immediate benefits, the ability to customize and refine data extraction has further optimized their GRC processes. This flexibility enables Operative to achieve a level of granularity that aligns precisely with their requirements, enhancing the effectiveness of their compliance efforts.

Recommendation

Operative's Chief Information Security Officer (CISO), Yoni Krol, highly recommends Cypago to fellow CISOs, emphasizing its automation capabilities and user access review functionality. He notes that Cypago's platform, coupled with its modules for risk management and vendor management, offers a comprehensive solution for GRC needs. For small teams looking to optimize resources and improve efficiency, Cypago is positioned as a game-changer.

CYPAGO

"In our journey to streamline our GRC processes, we embarked on a quest to find a solution that would not only reduce labor hours but also minimize the involvement of numerous stakeholders. With Cypago, we found more than just a solution; we found a partner whose automation capabilities and unwavering support have transformed the way we work. Cypago doesn't just meet our needs; they exceed our expectations, proving time and again their commitment to our success."

- **Yoni Krol,** Chief Information
Security Officer at Operative

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Conclusion

Operative's partnership with Cypago has resulted in tangible improvements in their GRC processes, enabling them to navigate complex compliance requirements with ease. By leveraging automation and customization capabilities, Operative has streamlined operations, reduced manual effort, and enhanced overall productivity. Cypago's solution has proven instrumental in supporting Operative's mission to deliver exceptional services to their clients while maintaining robust security and compliance standards.