Panorays

Experience the Panorays Difference

White Glove Service at No Extra Charge

Overview

As you consider which firm to partner with for your third-party security management program, think about the critical role of expert professional services. You likely already know that Panorays is dedicated to eliminating third-party cyber risk so that companies worldwide can quickly and securely do business together.

What you may not know is that we're so much more than the leading third-party security risk management platform. Panorays provides not just the cutting-edge technology you need to create or improve your third-party security management process, but also the essential guidance and best practices needed to succeed — tailor-made to your organization's particular use case. These white glove services are included with your subscription to the platform at no extra charge.

Panorays' Customer Success team will help you get started onboarding your third parties and then continuously monitor them to ensure that their security risk is in alignment with your organization's security controls, regulations and risk appetite. We'll also help you successfully offboard them as needed.
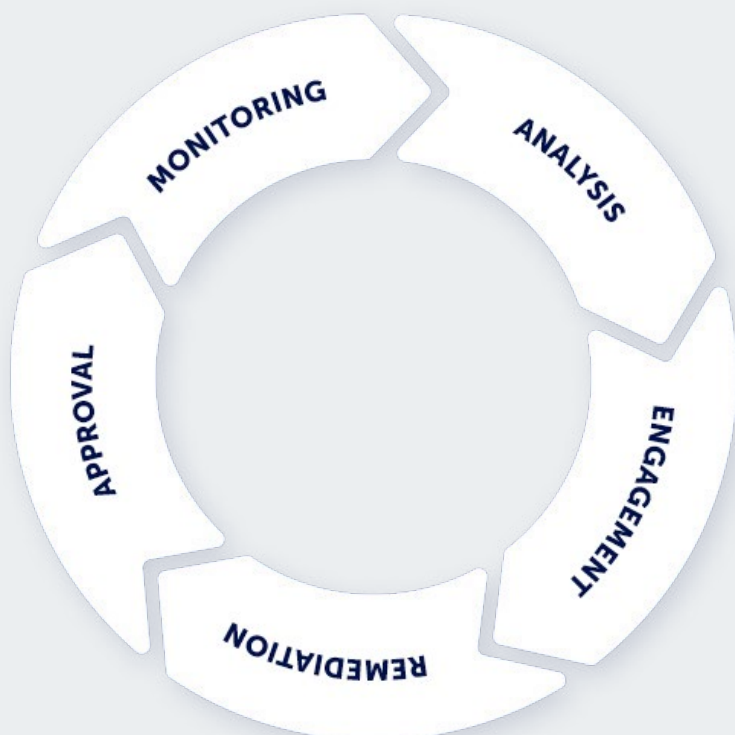
Figure 1:
Panorays' Customer Success team is with you every step of the way in managing third-party security risk.

For more information: info@panorays.com

Here's a quick glance at what Panorays' Customer Success team can do for your organization:

■ Getting Started with Panorays

In order to support your third-party security process, we'll kick off your program with a discovery phase to help us customize your account, where we ask questions such as:

- Do you currently have a third-party security process in place?
- Are you using any platforms other than Panorays (for example, GRC tools)?
- Do you have a security policy in place by which you score risk to determine the best course of action by supplier?

"My customer success manager has been rock-solid. She's always there. Those are the intangibles that you don't see in a product, but when you get that kind of support, you want to stay and keep working with them."

Ra'Monne Hayes, Senior Risk & Compliance Manager, Sisense

Setting Up Your Customized Third-Party Cyber Risk Program

Based on your answers, our experts will then create or upgrade a tailor-made third-party security management program with you, according to your particular use case and risk tolerance. Our team will help you:

Onboard Your Vendors Quickly

Panorays team members get you started quickly. They assist with recommending the best security questionnaire (SIG versus CAIQ, or others), configuring your questionnaire process, helping you bulk load your suppliers to the platform, initiating the process of sending Smart Questionnaires™ and assessing vendors' attack surface. The questionnaire optimization process helps reduce your suppliers' average time to submission as well as decrease the time it takes for you and your team to review.

Tier Your Vendors by Criticality and Risk

Our professional team helps you configure the platform to efficiently determine which vendors are more critical or present high risk to your business. You'll receive an inherent risk recommendation to better understand that risk and manage it accordingly.

Integrate Insights and Best Practices

Our cybersecurity professionals are knowledgeable about effective procedures, objectives and baselines to ensure that your third-party security management process is comprehensive and reliable. We can help you create the security policy that's right for your organization.

Map Your Standards and Regulations

Panorays experts work with you to determine which standards and regulations are relevant for your third parties to adhere to, and then the platform checks to see that they do. For example, GDPR, NYFDS, CCPA and EBA.

Ongoing Management and Oversight

Too often organizations conduct security due diligence when onboarding a third party and fail to monitor security throughout the lifecycle of the relationship. Ongoing security monitoring throughout a relationship is critical to protect your organization. Panorays' Customer Success team will:

Proactively Alert About Breaches

Whenever there's a breach, Panorays will proactively contact our customers to alert them to the news. We also create mechanisms for our customers to learn more about breaches from their affected suppliers, such as new questionnaires.

Help Update Questionnaires

Standard vendor security questionnaires, such as SIG, update their templates every year. Panorays' Customer Success team reaches out to customers to help update their questionnaire to the revised template.

Advise on Remediation Guidance

While the Panorays platform helps you establish security goals for each supplier, and then provides advice to you and your supplier regarding remediation, the Customer Success team stands ready to help interpret and advise on that guidance.

"The level of service our CSM provides is amazing. I know we're not Panorays' only customer, but she makes us feel like we are."

Tammy Smith, Director, Third Party Risk Management, Arvest

Platform Overview

Our Customer Success team supports organizations that use Panorays' automated, comprehensive and easy-to-use third-party security platform, which manages the whole process from inherent to residual risk, remediation and ongoing monitoring. Unlike other solution providers, Panorays combines automated, dynamic security questionnaires with external attack surface assessments and business context to provide organizations with a rapid, accurate view of supplier cyber risk.

Do you need to automate, accelerate and scale your third-party security evaluation and management process so you can quickly and easily manage, mitigate and remediate risk? If you'd like to reduce the risk of breaches, ensure vendor compliance and improve your security posture across the board, contact Panorays to get started.

About Panorays

Panorays is a rapidly growing provider of third-party security risk management software, offered as a SaaS-based platform. The company serves enterprise and mid-market customers primarily in North America, the UK and the EU, and has been adopted by leading banking, insurance, financial services and healthcare organizations, among others. Headquartered in New York and Israel, with offices around the world, Panorays is funded by numerous international investors, including Aleph VC, Oak HC/FT, Imperva Co-Founder Amichai Shulman and former CEO of Palo Alto Networks Lane Bess. Visit us at www.panorays.com