



CASE STUDY

SecurityScorecard Helps eWorkOrders Turn Its Security Posture Into a Competitive Advantage

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THE CHALLENGE

GENERAL INFO

COMPANY

[eWorkOrders](#)

INDUSTRY

Technology

EMPLOYEES

10

HEADQUARTERS

Whitehouse Station,
New Jersey

PRODUCTS USED

Ratings

USE CASES

Enterprise Cyber Risk
Third-Party Risk
Executive-Level Reporting

WHY

SECURITYSCORECARD

Allows eWorkOrders to market itself as the #1 most secure maintenance management system on the market to security-conscious customers in industries like healthcare, infrastructure, and the public sector.



When things break in business, the clock starts ticking. Whether it's something as simple as a broken fixture or as complex as manufacturing machinery that's on the fritz, unplanned maintenance requirements can lead to unexpected downtime, lost employee productivity, and a poor customer experience.

eWorkOrders provides a Computerized Maintenance Management System (CMMS) platform that businesses can use to oversee the complete maintenance lifecycle, including work orders, asset management, preventative maintenance schedule, expenses, employee assignments, and compliance.

With customers ranging from Fortune 500 companies to major commercial airports to the US government, **eWorkOrders** needed to ensure that its platform couldn't be easily brought down by a cyberattack. Not only do eWorkOrders' clients rely on its availability to keep the lights on – sometimes literally, in the case of a burnt-out light bulb – but they may also use it to store sensitive facility information that is attractive to hackers. In addition, the platform may connect to a client's other technology systems, creating a potential backdoor if eWorkOrders isn't secure.

THE SOLUTION

HIGHLIGHTS

eWorkOrders uses SecurityScorecard to analyze and continuously rate the company's ability to prevent cyber attacks.

- **eWorkOrders** created a free SecurityScorecard account to discover its third-party vulnerabilities and security gaps.
- After receiving an initial report, **eWorkOrders** identified its security gaps and set out on a mission to eliminate all of its identifiable risk.
- The company's goal: Become the most secure CMMS on the market.

Leverages easy-to-understand ratings to identify and remediate risk.

Enables the company to prove its positioning as the most secure solution on the market.

Allows the company to use its security posture as a competitive differentiator.



“I thought we were doing good before, but once I saw our rating I knew there was so much more we could do.”

- Jeff Roscher, President, eWorkOrders

THE RESULTS

Thanks to SecurityScorecard, eWorkOrders was able to make the changes required to eventually earn a 100% score, allowing the company to better protect customers while creating a competitive differentiator.

“After we got an A rating and saw how poorly our competitors scored, we realized that our security posture could be a major marketing advantage.”

said Jeff Roscher, President, eWorkOrders

- **SecurityScorecard made it easier to remediate eWorkOrders' existing security gaps.** *“In a period of about three months, we were able to go through every single item on the list to make the programming, DNS, HTTPS, and other changes necessary to plug the gaps,” Roscher said.*
- **The company monitors its scorecard to quickly identify new threats.** *“While our industry isn't highly targeted, we still see bots probing our defenses. It's good to know that we are staying on top of things so we can stay secure.”*

- **eWorksOrders uses its rating to position itself as the most secure CMMS on the market.** *“We share our security summary report on our website. When people search online for a CMMS, they find this page and are able to see that we rate 100% across every category, in addition to the fact that we have zero open ports, discovered malware, or leaked information. Our SecurityScorecard rating lets us market ourselves as the #1 most secure maintenance management system with confidence, because we can prove it.”*
- **eWorksOrders uses its A rating as a competitive differentiator.** *“We have an A across every category and overall, while many of our competitors rate as a D or below. SecurityScorecard helps us demonstrate our commitment to security and how that commitment makes us stand apart.”*

ABOUT SECURITYSCORECARD

Funded by world-class investors including Silver Lake Partners, Sequoia Capital, GV, Riverwood Capital, and others, SecurityScorecard is the global leader in cybersecurity ratings with more than 12 million companies continuously rated. Founded in 2013 by security and risk experts Dr. Aleksandr Yampolskiy and Sam Kassoumeh, SecurityScorecard's patented rating technology is used by over 25,000 organizations for enterprise risk management, third-party risk management, board reporting, due diligence, and cyber insurance underwriting. SecurityScorecard continues to make the world a safer place by transforming the way companies understand, improve and communicate cybersecurity risk to their boards, employees and vendors. Every organization has the universal right to their trusted and transparent Instant SecurityScorecard rating.



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