

CASE STUDY

MAX for Medical Technology Provider

Healthcare solutions company reduces vendor assessment time by 96%
SecurityScorecard streamlines questionnaire management

The Challenge: Time-consuming vendor assessments

The customer faced significant challenges with its inconsistent and inefficient third-party risk management process. Their reliance on long, unstructured questionnaires and open-ended vendor responses for risk assessments often led to reviews taking up to 1 year for a single vendor. This resulted in delayed decision-making and unclear visibility into risk exposure. With over 4,000 vendors and limited assessment capacity, the customer needed a way to maintain visibility, prioritize risk, and remain proactive without overwhelming their team or resources, as traditional vendor risk assessments were too resource-intensive to conduct monthly across their entire vendor base.

Solution: Restructured risk assessment program

The customer chose MAX, SecurityScorecard's managed service, to increase the maturity of their supply chain cybersecurity program. The MAX team closed an expertise gap and enabled the customer to identify and mitigate supply chain cyber risks.

The MAX team worked to completely restructure the customer's questionnaire workflow by introducing a scalable system that transformed questionnaires from open text responses to standardized yes/no formats with clear follow-up logic. They also introduced strict SLAs with expected turnarounds of 2-3 weeks per vendor, integrated risk-based scoring using industry standards (NIST, ISO), and developed a consistent review method where only exceptions or unclear responses require manual expert review.



MAX transformed our cumbersome vendor assessment process, directly mitigating third-party risk exposure.”

Senior GRC Director

Customer Info



Industry

Healthcare



Headquarters

United States



Products

MAX Managed Services

The MAX team also helped the customer implement a vendor prioritization program which targeted all vendors, not just those currently managed by MAX. A macro-level supply chain risk assessment was paired with the customer's internal data to feed into a custom vendor risk matrix used by their CISO's team and to flag vendors for questionnaires only if risk levels were high and no recent review had occurred.

The Results: Efficient TPRM workflows

The customer's questionnaire review cycles were significantly accelerated, decreasing from 1 year to 2 weeks. This improvement allowed for standardized vendor evaluations through a structured, risk-aligned framework, ensuring consistent assessment practices. Processes were streamlined by implementing repeatable and scalable questionnaire procedures across all vendor tiers, contributing to greater operational efficiency by freeing internal teams from manual review burdens.

In addition, proactive risk identification was enhanced, enabling faster identification of high-risk vendors and quicker decision-making. Vendor assessment became scalable, with over 4,000 vendors proactively assessed monthly using a lean, data-driven model. Assessment triggers were optimized to avoid questionnaire overload, initiating new assessments only when risk truly warranted it. This established a repeatable internal risk management framework and reinforced MAX's strategic role as a core input into the customer's enterprise risk decisions.



SecurityScorecard gives us clear visibility and control over our critical supply chain risk.”

Senior GRC Director

