ZenGRC

Case Study

March 2025

Simplified complexity in GRC

Partnership, not vendor relationship

Single source of GRC truth

Finding a True Partner in ZenGRC

OVERVIEW

When a ZenGRC Customer needed to build a comprehensive GRC program during a period of rapid growth, they found more than just a software solution in ZenGRC—they discovered a trusted collaborative partner. When the organization, which has requested to remain anonymous, implemented ZenGRC as their central platform for vendor management, compliance, and risk assessment, they established a "single source of truth" for their GRC information they also experienced exceptional customer support and partnership. Today, ZenGRC is so integrated into their operations that the organization considers it "an extension of our team" rather than a vendor relationship.

THE GROWTH JOURNEY

This organization transformed its governance, risk, and compliance processes while experiencing massive growth. Facing the challenge of scaling its operations over three years, the organization needed a centralized platform to manage its increasingly complex GRC requirements.

As they navigated this period of growth, it became critical to establish a single source of truth for all GRC information—one that could evolve alongside the business while maintaining both regulatory compliance and operational efficiency.

GROWING PAINS: THE GRC CHALLENGE DURING RAPID EXPANSION

When a team member joined the GRC team three and a half years ago, the organization had minimal GRC infrastructure in place.

"When I came on board, we didn't have anything GRC related," explains the GRC professional. "My job really was to take what was in place from the security perspective and build the GRC side up."

This task included:
- Developing comprehensive vendor management processes
- Revamping existing policies to better align with industry standards
- Building an entire risk management structure from scratch
- Collaborating with the legal team on compliance matters

The rapid growth of the organization intensified these challenges, requiring the team to pivot quickly while maintaining control over an expanding risk landscape.

SOLUTION

Within a week of being introduced to ZenGRC, the team knew they had found the right solution. "When I first saw the platform, and within a week with ZenGRC, I was in love. It works. And it's easy and understandable."

The organization implemented ZenGRC with a focus on several key areas:

Vendor Management
The platform became the cornerstone of their vendor management, allowing them to:
- Track vendors efficiently
- Conduct risk assessments during vendor onboarding
- Maintain key information in a centralized location

Audit and Compliance
"The audit and compliance piece is huge," they note. "The ease of managing questions from auditors, being able to assign them to the right people, and funnel that information back is invaluable."

Single Source of Truth
Perhaps most importantly, ZenGRC provides them with a single source of truth for GRC information. "If someone asks what we do with controls, risk, vulnerabilities—the answer is in ZenGRC. Rather than having to look at a spreadsheet."

RESULTS: "SIMPLIFIED COMPLEXITY" THAT GROWS WITH THE BUSINESS

The team describes ZenGRC's greatest strength as its ability to provide "simplified complexity"—offering an intuitive user experience while providing depth when needed.

"You can take a simplified approach but get more in-depth in certain things when needed. It is not overwhelming; it is user-friendly. Easy for people to understand, with access to resources."

- Faster onboarding of new team members
- Consistent application of GRC principles across the expanding organization
- Changing compliance requirements
- New GRC programs directly within the ZenGRC platform

BEYOND SOFTWARE: A TRUE PARTNERSHIP

What truly sets the ZenGRC experience apart for them is the relationship that has developed between the two companies.

"Every time I have had a sit-down meeting or had to chat through something with ZenGRC, they don't feel like a vendor to me, they're just an extension of our team."

This partnership mentality manifests in several ways:
- Responsive support: "The support team is so helpful."
- Genuine integration of customer feedback: "From the outside looking in, the way ZenGRC listens to their customers is unmatched."
- Thoughtful platform evolution: "The platform is going in a direction that ensures it addresses the desires of the customers without affecting the usability."

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FUTURE VISION: EXPANDING ZENGRC'S ROLE

As the organization looks to the future, they're committed to further expanding their use of ZenGRC. The platform's evolution aligns perfectly with their strategic goals of maintaining robust governance during rapid growth, streamlining compliance processes, and creating greater visibility across their GRC program.

"When I am building out new programs, the first question I ask myself is how do we build this inside of ZenGRC."

The team is particularly excited about the Trust Center feature and other upcoming capabilities that will allow them to consolidate additional functions within ZenGRC and eliminate other tools. Some of the upcoming features will actually replace other platforms they have, allowing them to get rid of other things and have everything solely in ZenGRC.

CONCLUSION

For this organization, ZenGRC is more than just a GRC platform—it's a true partner in their governance, risk, and compliance journey. As they continue to grow and evolve their GRC program, the flexibility, usability, and customer-focused approach of ZenGRC provide a solid foundation that adapts to their changing needs.

"We are sticking with ZenGRC! It is going in such a good direction."