

# Cross-Practice Collaboration

## SUMMARY

Cross-practice collaboration is the sharing of processes, data, and deliverables across different practice domains at a security service provider. Unfortunately, different service domains like pentesting, vulnerability management, attack surface management, etc., can be very siloed in their systems and processes. Because collaboration across domains is disjointed, communication to clients is also siloed, resulting in a transactional relationship rather than that of a trusted advisor. The solution is a one-stop-shop platform for consolidating client data and communication to provide visibility across service areas and deliver more insights to clients.

PlexTrac can be leveraged as a workflow automation tool to unify practice areas and provide holistic client delivery. Using PlexTrac, a service provider can facilitate collaboration within a practice area, provide visibility and access to client accounts across domains, and streamline all client communications. This consolidation provides a competitive advantage by enriching each service line or engagement individually and enabling the service provider to offer a coordinated suite of services that provide greater value together. As a result, clients are stickier and more likely to use more services more frequently, and the service provider can move from a vendor to a strategic partner.

PROBLEM	SOLUTION
<p>Internal practice teams work in silos delivering different services, lacking collaboration, especially when working in different systems. Clients lack a holistic view of the various aspects of their posture.</p>	<p>PlexTrac consolidates data into a central location for easy permission-based access to information between practice domains. Coordinated communication enriches each individual service to give clients a more complete picture of their posture.</p>
<p>It is difficult to move clients from only using a la carte services to relying on the provider as a strategic partner.</p>	<p>PlexTrac enables collaboration and data sharing across domains so value delivered is compounded as clients use multiple services from the provider.</p>
<p><b>If the client performs remediation:</b> Static reports from individual services are challenging to consolidate and an inefficient means for the client to start remediation because there is no easy way to effectively prioritize and track progress.</p>	<p><b>If the client performs remediation:</b> PlexTrac enables dynamic delivery of results via the client portal where customers can have visibility into results from all services and track remediation progress using PlexTrac’s ticketing system or integrations with Jira/ServiceNow.</p>

PROBLEM	SOLUTION
<p><b>If the provider performs remediation:</b> The remediation team receives a findings document and copies and pastes findings or creates tickets in their system to start remediation. Findings may lack context, requiring rounds of communication and increasing MTTR.</p>	<p><b>If the provider performs remediation:</b> With PlexTrac, all findings are in one place, where the testing and remediation teams can simultaneously access to view additional context – e.g. assets, logs, attachments, and notes – and collaborate in real time for a true side-by-side view. Remediators can leverage the in-platform tracker or integrations with Jira/ServiceNow to create tickets and track progress.</p>
<p>Lower quality deliverables due to a lack of efficient collaborative quality assurance (QA) workflows. Client retention or repeat business can be difficult if the team isn't hitting SLAs and/or providing a high-quality deliverable/service.</p>	<p>PlexTrac helps enable better collaboration and communication for the internal team, between practices, and with the client – ensuring a higher quality product delivered on time.</p>

### Streamlined Cross-Practice Collaboration in PlexTrac

A Centralized Platform for Collaboration Between Practices and Communication With Clients



“ We were looking for a way to streamline and expedite our own reporting process while also giving our clients a better reporting product and new way to interact with our findings and recommendations. We found that in PlexTrac and are very excited to roll this out to our clients.”

– Will Keppler, Security Specialist, Cyzen



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