

Findings Delivery & Validation

SUMMARY

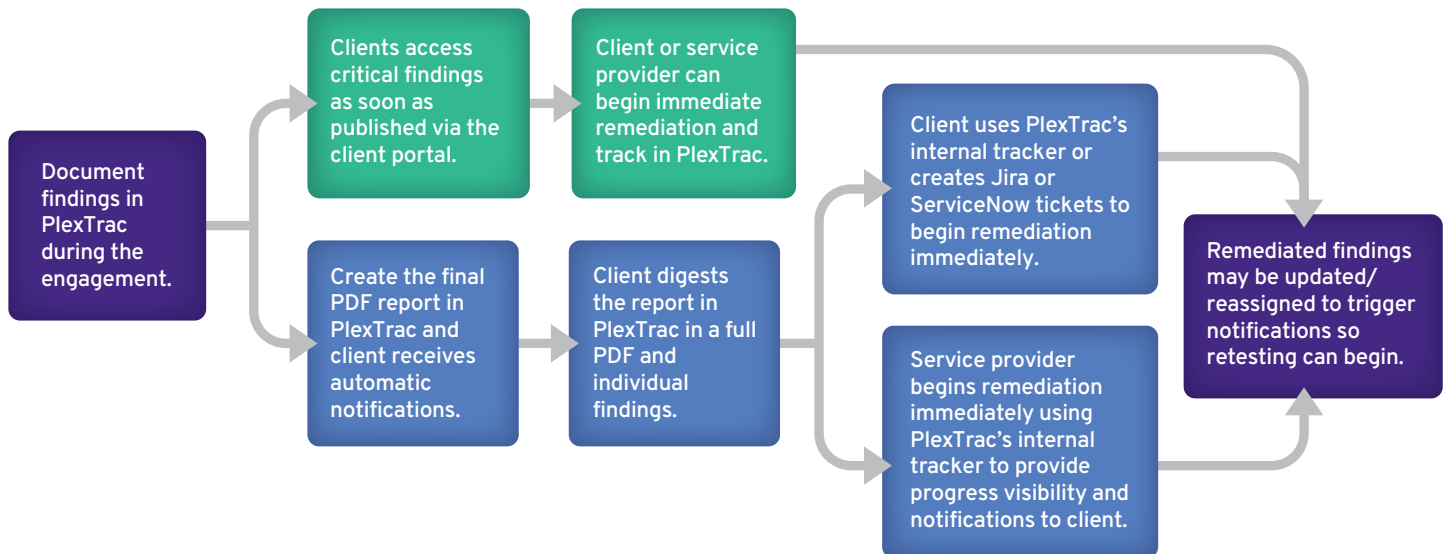
While it is the primary function of a service provider to deliver its recommendation to a client, findings delivery and validation is generally still a manual and inefficient process. Findings are typically provided in a static document format, communications about findings require context shifting to various tools, and validation of remediation efforts is difficult to track. These inefficiencies often result in unnecessary manual effort for all, higher MTTR (mean time to remediation), delayed SLAs, and difficulty demonstrating ROI to clients.

PlexTrac enables service providers to differentiate themselves by streamlining findings delivery and validation into a centralized platform for communication, data transfer, and remediation tracking. Clients can have full visibility into findings and see their progress from remediation efforts.

PROBLEM	SOLUTION
<p>Finding ways to differentiate products and services to create more value and engage clients in more frequent and more premium services.</p>	<p>PlexTrac provides clients instant access to information, retention of historical data, and an effective means to collaborate on remediation to make findings more actionable. PlexTrac makes it easy to demonstrate SLAs have been achieved.</p>
<p>If the service provider is doing the remediation: Inefficient and manual communication processes result in higher MTTR, delayed SLAs, and a poorer client experience.</p>	<p>For service providers that do the remediation: PlexTrac centralizes client communication to drive quicker MTTR, ensure SLAs are met, and provide a richer client experience.</p>
<p>If the client is doing the remediation: A static PDF report or spreadsheet doesn't provide an efficient means for the client to actually start remediation once the engagement is complete. This along with other inefficiencies increase MTTR.</p>	<p>For the client that does the remediation: PlexTrac provides an interactive platform via the client portal through which the report can be digested and remediation progress tracked.</p>
<p>Lacking a method to track progress over time, makes it difficult to demonstrate ROI from services.</p>	<p>PlexTrac houses historical data to enable comparison and track progress over time and across engagements with a client.</p>
<p>Inefficient and manual retesting workflows result in a longer time to retest and difficulty tracking validation efforts.</p>	<p>PlexTrac streamlines the retesting workflow with status updates and automated notifications that eliminate inefficient communications.</p>

Streamlined Delivery and Validation Workflow With PlexTrac

The Service Provider and Client Collaborate Effectively From Published Finding to Retesting and Validation



“ Using PlexTrac as a client facing portal gives us the ability to present the results to the client and saves us a ton of time when doing reporting and keeps things consistent. We are able to better streamline communication with our client through the portal by commenting on results and being able to reference specific findings without communications getting lost in emails. We are also able to track remediation and retesting with our clients which saves a lot of time.”

“ PlexTrac has helped me create better pentest reports with greater speed. I love that I can create my own custom database of findings and insert them quickly into any report. My clients appreciate having a web-based portal to work on findings together. Executives especially like PlexTrac's ability to measure remediation efforts over time.”

“ We offer clients free access to the PlexTrac client facing portal if they subscribe to a recurring service so it's generated more revenue and stickier clients because the instant access to information is so valuable to clients.”

MEGAPLANIT



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