



centrexIT Creates New Revenue Streams with Compliance Scorecard's Policy Management Tools

It's not so much about how we can use the features more. The features are great. It's more, 'How can we get more clients onto it as part of our bigger plan?'

Mitchell Matter
Co-founder of LockIT Technologies

Introduction

centrexIT struggled with managing compliance services using online policy templates. Besides being inefficient and unscalable, this approach failed to support their own cybersecurity maturity roadmap.

Compliance Scorecard offered a solution. The platform provided:

1. Tailored policy templates aligning clients with cybersecurity controls
2. A secure system for document storage and management
3. Streamlined service offerings
4. Accelerated client onboarding

This shift allowed centrexIT to significantly improve its delivery of efficient, comprehensive compliance services.

"Compliance Scorecard is an integral part of our security stack, as well as our offerings," says Josh Hohbein, Information Security Lead at centrexIT.

Get to know centrexIT

Established in 2002, centrexIT is one of the largest and most successful managed IT and cybersecurity services providers in southern California. Named one of the INC 5000's fastest growing companies and one of the Best Places to Work in the San Diego area, a great deal of their award-winning success is owed to a Culture of Care based on their concept of C.L.A.S.S. (Care. Leadership. Accountability. Service. Speed.)

The centrexIT team of experts proactively and strategically supports clients' business outcomes with a full suite of information technology (IT) and information systems (IS) management and consulting services, including their proprietary buildIT, manageIT, cloudIT, and guardIT offerings. These offerings help small to medium-sized businesses (SMBs) address technology challenges related to cloud strategy, network design, change management, cybersecurity and more.

The Challenge: Policy documentation & management

Built on the Center for Internet Security (CIS) controls, centrexIT's cybersecurity maturity roadmap is a structured framework that outlines the company's cybersecurity objectives and provides proactive processes for evaluating and managing risk. The roadmap is also a centerpiece of the organization that all clients must align with. In practice, it means centrixIT asks clients to implement certain policies before they can be checked off on the roadmap.

Before adopting Compliance Scorecard, centrexIT had no way of providing the correct documentation when clients did not have those policies in place. In these instances, they either located a suitable template online, or they referred the client to a third party, which sometimes charged thousands of dollars to create one policy document. Regardless of what they chose, the shortcomings of each approach became increasingly more apparent as centrexIT grew.

- **Restricted growth:** The inefficiency made the processes impossible to scale.
- **Security concerns:** Lack of control, storage, and ability to manage the documents raised questions about security.
- **Loss of revenue:** The inability to provide an in-house policy documentation and management service risked limiting revenue growth.

Hobhein explains, *"We literally would just have been hands-off... and we would be missing out on revenue. Or we would refer them to a third party, and they charge \$10,000 to create one policy document. And again, we're missing out on the revenue and someone else gets to charge a lot."*

Compliance Scorecard: An easy choice amidst the competition

While there were many Governance, Risk, and Compliance (GRC) platforms to choose from, centrexIT chose Compliance Scorecard because:

- It goes above and beyond templates;
- It offers policy management capabilities that are scalable;
- It facilitates the ability to work with clients on completing policies;
- It features an approval process with unprecedented change control; and
- It makes the organization audit-ready.

As far as core values, we're always looking for things to improve the customer experience and increase revenue. Compliance Scorecard directly helps with that because we're improving the customer experience. We're improving MRR, which then improves profitability..

Josh Hohbein

Information Security Lead
at centrexIT

With all of the above functionality, Compliance Scorecard has become an integral part of centrexIT's security stack. The policy documentation and management features play a critical role in aligning centrexIT's clients to their cybersecurity maturity roadmap, and getting their clients checked off on that roadmap faster than ever before. From their clients' point of view, centrexIT has positioned themselves as trusted cybersecurity partners by proactively ensuring that they're meeting key security benchmarks.

The Impact: Operational efficiency, new revenue streams & happy clients

Compliance Scorecard not only solved centrexIT's policy documentation and management challenges, but it's enriched business operations in a variety of ways:

New revenue streams:

Policy management services. centrexIT now offers a package featuring 10 fully finished core policies, including client platform training.

Cyber insurance facilitation. Compliance Scorecard's integration with FifthWall Solutions has enabled centrexIT to facilitate conversations around cyber insurance applications, a potential source of additional revenue.

Monthly Recurring Revenue (MRR) boosts. Compliance Scorecard has drastically improved the customer experience, which, in turn, has improved MRR and profitability.

Improved trust & satisfaction:

Meeting Key Performance Indicators (KPIs). When centrexIT met enough of the CIS controls, their KPI switched to achieving the trust mark. Compliance Scorecard directly supports this core value by improving the customer experience with, for example, faster onboarding and by proactively addressing cybersecurity concerns.

Demonstrating proactivity. Multiple clients have noted that centrexIT is the first MSP to request compliance documentation, setting them apart from competitors and highlighting their proactive approach.

Achieving valuable certifications. Compliance Scorecard played a significant role in centrexIT's CompTIA Trustmark certification, which would have been far more difficult without the policy help from the platform.

Enhanced efficiency:

Improved onboarding process. With Compliance Scorecard's templating and editing capabilities, centrexIT can move clients from onboarding to a first draft in under two hours—an achievement that would otherwise be unheard of.

Faster template deployment and authorization. Without Compliance Scorecard templates, the template deployment to authorization process could take weeks, if not longer. Offering policy management was "inconceivable" prior to the adoption of the platform.

Ensuring cybersecurity:

Aligning with the roadmap. When bringing on a client, centrexIT is able to share their cybersecurity level, as well as the controls that make up the model. With Compliance Scorecard, they have the ability to get clients onto that roadmap quickly and efficiently, improving their own security and the security of their clients.

Important internal processes. Compliance Scorecard has played a significant role in centrexIT's internal processes. The executive leadership uses the platform for authorizing, adopting, storing, managing, and updating their most important internal policies, such as disaster recovery and incident response plans.

Conclusion

Compliance Scorecard transformed the way centrexIT handles policy documentation and management. After adopting the platform, not only were they able to eliminate the inefficiencies associated with their previous policy practices, but they also unlocked new revenue streams and enhanced client satisfaction.

Compliance Scorecard has become a central component of centrexIT's security and a way to deliver superior service to their clients. As they re-write contracts and create new service packages, they hope to increase the adoption rate, and further solidify their position as a trusted partner and leader among MSPs.

Want to see how Compliance Scorecard can help you grow?

Compliance Scorecard empowers MSPs to operationalize compliance. With our product and peer-group solutions, you can turn compliance management into a strategic practice that drives business growth. Join a Live Demo and see the game-changing impact for yourself.

[Book a Live Demo](#)



Compliance Scorecard



centrexITTM

Compliance Scorecard is a leading provider of Compliance-as-a-Service (CaaS) solutions for Managed Service Providers. Created by an MSP for MSPs, we streamline compliance operations for MSPs, turning compliance management into a strategic practice that allows MSPs to scale. Offering both product and peer-group solutions, our combination of expertise, support, and product put us in a unique position to help MSPs across the globe master any challenge related to GRC (Governance, Risk and Compliance). Compliance Scorecard is the compliance toolkit every MSP needs to check every box with ease.

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