RHYBUS
CHANGE MADE EASY

Customer Success

Federal Agency Partners with Rhybus to Automate Cyber Operations

CHALLENGE

In early June 2020, a federal agency realized that to align with the evolving threat landscape and state of digital transformation they would need to make some changes to the way they manage cyber operations. Enter RhyBus, a Workflow-as-a-Solution platform designed to streamline manual processes and enable efficient, compliant, and sustainable digital transformation.

When it comes to managing cyber operations, visibility, consistency, and efficiency are critical. Unfortunately, due to manual or disparate processes, many agencies struggle. One agency, however, recognized the issue and decided it was time for an upgrade.

The first step was to learn and understand where the client needed help. During discovery conversations, the RhyBus team learned that there were three primary challenges:

1. **Manual Communication & Collaboration Processes:**
First, the process for collecting, distributing, and managing all public information related to cybersecurity and cyber vulnerabilities was performed entirely via email and with spreadsheets. This created errors and delays that consistently caused the organization to fall below the required compliance threshold. Additionally, the email-based communication and spreadsheet-based management process required significant human capital and labor investments to effectively manage the full cyber operations lifecycle.

2. **Lack of Scalability:** Second, the lack of digital workflows and integration created problems when it came to making any kind of update or change in the cyber operations practices. Given the evolving threat landscape, being able to adapt quickly to change was a must.

3. **Lack of Visibility:** Lastly, the lack of automated or digital processes created a lack of workflow visibility. As a result, decision support suffered as did the ability to efficiently identify and clear bottlenecks along the cyber operations journey.

Overall, this federal agency recognized the only way to establish a scalable, efficient, and compliant cyber operations management process was to design and implement an automated workflow designed to meet their requirements.

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Solution

Before long, a custom Cyber Operations Workflow was born. Leveraging the RhyBus platform, this federal agency established a centralized services platform and knowledge base to allow the cyber operations management team to quickly distribute all relevant cyber information to all members of the cyber operations teams, allowing them to track throughout the corresponding lifecycle until completion or resolution.

From conception to production, this workflow was designed, developed, and implemented in roughly five and a half months and has since been remarked as a great success.

Results

Now, this federal agency has full visibility to all cyber operations processes and information across 350 organizations, 800+ systems, and over 2,000 users. The solution provides users and key stakeholders a centralized location for all agency partners and contributors to collaborate on cyber information, integrating teams that previously did not have access to this information.

And finally, by automating the previously manual cyber operations process, **the federal agency can now meet its required 98% compliance standard** ensuring that the organization can consistently meet the regulatory compliance requirements moving forward.

Ready to start your digital transformation?
Rhybus is your partner for success.

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