**⚛ Nucleus**

> " There are **no words** to describe how much easier it is to manage vulnerabilities using Nucleus."

A Nucleus Customer Story

# CUSTOMER PROFILE

🏢 Large U.S. Private University

👤 2,000+ Employees

🎓 10,000+ Students

⊕ Seeking a tool to automate VM processes and work more efficiently.

❝ Interview: Vulnerability Analyst

# EXECUTIVE SUMMARY

- A large private University System in the U.S. with 2,000+ employees and 10,000 students, was seeking a tool to automate VM processes and work more efficiently.

- The tool needed to integrate with a complex security stack with many embedded solutions, while eliminating manual processes and spreadsheets.

- Following 7 months of vendor evaluations across 15 tools, the University concluded that Nucleus best met the criteria, 'playing nicely' with all integrations, offering superior asset flexibility, and at a more reasonable cost than other contenders.

- The decision to onboard Nucleus saved the University countless man-hours and budget dollars, surpassing expectations by partnering closely with stakeholders to build the program they needed in the context of their security ecosystem.

# THE CHALLENGE

> ❝ Our biggest challenge prior to adopting Nucleus was the **sheer volume of manual work** and complete lack of automation."

Like many organizations, the University security team struggled to effectively manage their vulnerability data, leaning heavily on scanners while manually compiling results into a spreadsheet before working to remediate. This process was labor-intensive, taking several hours to compile each scan and format data into a manageable workbook. To compound the issue, the analysts had no easy way to port notes from previous workbooks over to the fresh scan results, often relying on memory alone.

> " We knew there had to be a better, more efficient method of compiling data, tracking, and remediating vulnerabilities."

Determined to find a tool that could offer effective automation and save precious man-hours, the security team set out on a comprehensive vendor review, compiling a list of 15 solutions across both established and newer-to-market vendors. Across seven months, the team dove deep into the capabilities of each, heavily weighting four key components:

- Integrations
- Flexibility
- Price
- Customer Service

### Integrations.

A key tenet to their search, the University was already invested in several scanning and security solutions that they wanted to maintain. They quickly learned many of the prospective vendors offered scanning capabilities of their own, which the University would be forced to adopt instead.

### Flexibility.

Another key point for Nucleus: flexibility with assets. The University wanted to leverage data from their entire suite of tools, while having plasticity to shape prioritization based on their unique business context.

> "Nucleus was one of the few solutions we looked at that 'played well' with everyone and was not going to force us to use one product over another."

### Pricing.

While functionality was paramount to pricing, the University remained budget conscious. Finding that prices varied wildly from vendor to vendor, they were pleasantly surprised with the transparency and affordability of Nucleus, without sacrificing functionality.

> "Being a higher educational institution, budget is always a concern. Nucleus was competitive in its pricing, saving us more on budget than its competitors, while offering more product features that were important to us."

### Customer Service.

As a final key component to the evaluation, the University valued collaboration and wanted a partnership to help evolve their vulnerability management program, recognizing that 'cookie-cutter' wasn't going to be the right approach.

> "Customer service is a big focus for us, and Nucleus has exceeded our expectations. From the early stages of product demo, they were clear in what their product could and could not do and letting us know what was on their roadmap. Many companies will promise you the world to get you in the door and leave you hanging after. The team at Nucleus continue to this day to follow up to see how things are going and to address any issues."

> " "The best part is that they have delivered on every single promise they've made for upcoming features and have been transparent the whole way through. They actively seek ways to improve the product and ask for user feedback."

## THE RESULTS

Flexibility, pricing, and the best customer service in the world won't matter if the challenges aren't addressed. What Nucleus provided the University was a single-source-of-truth for vulnerability data, which can be tracked and remediated automatically, all within the context unique to their environment. They also got time back to focus on business-critical projects.

> " "There are no words to describe how much easier it is to manage vulnerabilities since using Nucleus. We no longer spend hours compiling scan data and keeping track of asset information. Now we can work on doing what matters most, remediating vulnerabilities on our systems."

Nucleus has allowed the University to track progress of asset remediation and prioritize what to remediate first, while opening the lines of communication to other teams in a clear and user-friendly format. They are currently looking at ways to expand the use of Nucleus even further.

> " "I'm always looking for ways to expand my use of Nucleus. The team continues to add new product features that help me in ways I did not even know I needed yet."

To learn how Nucleus can take your vulnerability management program to new heights, request a 2-week free trial or watch a demo-on-demand.