Accelerating Growth by Building Improved Client Relationship

Client Name: Vigilant Asia
Industry: Cybersecurity
Employees: 40
Contact: Ramesh Naidu, COO

Most critical priority

- Drive the company's top-line revenue by increasing their client base and catering to their customers by focusing on solutions and services that benefit them.

- Address cybersecurity blind spots brought about by the shift towards remote working by improving customers' visibility to face the increased attack surface vectors.

How Gartner helped

- **Gartner's analysts provided Vigilant with critical insights** to improve its business and gain a differentiating advantage over its local competitors.
- **Gartner's analyst provided feedback** on the tools and solutions to be used and help Vigilant embrace technologies that help them address challenges that are faced by organizations worldwide.
- **Gartner helped Vigilant** improve their sales commission structure to be more competitive
- **There was significant internal improvement in technology** adoption plans resulting in a more comprehensive MDR service that adheres to industry best practices

Business impact

With Gartner's support:

- **There was a significant internal improvement** in technology adoption plans driven by the time spent with Gartner's analysts.

- **Business and process review by Gartner analysts** and subsequent tweaking has increased the efficiency of Vigilant's team and has led to improvements in service quality.

- **Vigilant was able to increase its customer base** in a very short period which led to revenue gains of over 200% in 2021

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