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FOUNDER

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OVERVIEW

CAN YOU PROVIDE AN OVERVIEW OF YOUR BACKGROUND AND EXPERIENCE IN THE FIELD OF CYBERSECURITY THAT LED YOU TO START YOUR OWN CYBERSECURITY COMPANY?

I have had the privilege of accumulating over two decades of diverse and extensive experience in the fields of Security, Data Privacy, Operational Risk, and compliance. Throughout my professional journey, I've taken on various roles such as Information Security Auditor, Quality Consultant, IT Manager, and Head of Operations within Audit Firms. My expertise extends across a wide range of domains, reflecting my visionary approach and strong problem-solving skills. As both a Security Auditor and Process Auditor, I've gained substantial hands-on experience from engagements with more than 500 companies across the globe. I hold esteemed credentials such as PCI QSA, PCI SLC QSA, ISO 27001 LA, ISO 27701 LA, COBIT, CISA, CDPSE, and ITIL.

Interestingly, my journey into entrepreneurship was not something I initially planned. Growing up in a non-business family, I had no intentions of pursuing this path. However, I found myself drawn towards the assessment services industry, with a particular focus on quality and information security. It became evident that there was a growing demand for assistance in shaping and implementing control systems and processes within organizations.

The early stages of my entrepreneurial endeavour were marked by challenging tasks, including establishing a brand identity and earning the trust of our initial set of customers. Nevertheless, with unwavering determination and commitment, I managed to guide our company to success, and we now serve a client base of over 400 clients.

THE INSPIRATION

WHAT WAS THE INSPIRATION OR DRIVING FORCE BEHIND FOUNDING YOUR CYBERSECURITY COMPANY?

The inception of QRC was fuelled by my deepening understanding of the vital role assessment services play in safeguarding sensitive data and information within an interconnected, digital landscape. As cyber threats continued to advance and pose heightened risks to individuals, businesses, and organizations, I felt compelled to help organizations assess and comply with information security regulations and guidelines. My mission, along with the leadership at QRC, was to equip both individuals and enterprises with the requisite tools and expertise to effectively combat these evolving threats, ensuring their digital safety and privacy.

My belief was rooted in the idea that establishing an information security firm would enable me to actively contribute to a more secure digital environment. By aiding organizations in gaining compliance, I aspired to educate people on cybersecurity best practices, ultimately fostering a safer digital realm. My journey in founding the company was driven by a combination of passion for technology, a genuine desire to effect positive change, and an unwavering commitment to securing the digital future.

CHALLENGES, OPPORTUNITIES, SOLUTIONS

WHAT SPECIFIC CYBERSECURITY CHALLENGES OR GAPS IN THE MARKET DID YOU IDENTIFY THAT YOUR COMPANY AIMS TO ADDRESS?

I founded QRC Assurance to address the challenges faced by organizations in the ever-changing market. Our primary focus is on providing adaptable and proactive cybersecurity solutions to streamline compliance processes and reduce human-related cyber risks through user education and best practices. We recognized that small and medium-sized enterprises often lacked the resources and expertise for robust cybersecurity measures, so we offer accessible and affordable solutions tailored to their needs.

Additionally, as regulatory requirements and data privacy concerns continue to grow, there's a need for comprehensive solutions. We aim to provide cohesive, integrated, and user-friendly cybersecurity solutions, especially with the rise of IoT and cloud services, bridging knowledge and security gaps in the process.

COMPETITIVE ADVANTAGE

HOW DOES YOUR CYBERSECURITY SOLUTION OR SERVICE DIFFERENTIATE ITSELF FROM COMPETITORS IN THE INDUSTRY?

We have developed QRCAssist as a continuous compliance management platform that simplifies and regularizes the management of various compliance requirements within an organization. With its user-friendly interface and extensive features, QRCAssist allows organizations to easily navigate the complex compliance landscape, saving valuable time and resources.

QRCAssist encompasses local regulatory frameworks such as RBI, IRDA, SEBI, NPCI, as well as global frameworks like PCI, ISO, GDPR, SOC, and more. It offers a unified solution to streamline various business controls, making it suitable for a wide range of entities, including Consulting, Audit Firms, and Statutory Organizations.

Furthermore, QRCAssist supports the management of multiple projects under a single standard subscription, allowing for the seamless handling of location-specific, business-specific, and department-specific projects. It also includes an integrated Project Management Module with features like Meeting Minutes, Time Tracking, and Chats, which enhance compliance management and coordination.

The Vulnerability Management and Repository feature assists in conducting regular scans of IT infrastructure, applications, and systems to identify vulnerabilities. A centralized repository stores detailed information about all identified vulnerabilities, including their type, severity, affected assets, and potential impact.

Real-time reporting within the platform provides valuable insights into compliance and project status, facilitating informed decision-making. QRCAssist is scalable and adaptable, capable of accommodating changing compliance requirements and evolving technology landscapes while staying aligned with industry regulations.
In summary, this compliance-focused platform efficiently manages both compliance and projects, helping to mitigate risks and enhance an organization's cybersecurity posture.

CAN YOU DESCRIBE A SUCCESSFUL CASE STUDY OR PROJECT WHERE YOUR CYBERSECURITY SOLUTION EFFECTIVELY PROTECTED A CLIENT'S ASSETS OR DATA?

Our recent collaboration was with a fintech company that was facing complexities in managing their compliance demands. QRCAssist proved to be a crucial platform for them. By implementing this platform, they gained a centralized dashboard offering real-time oversight of compliance statuses, ongoing projects, and cybersecurity readiness. Integrating multiple compliance frameworks into a unified system streamlined their efforts, eliminating redundancy and ensuring adherence to critical standards like ISO 27001 and PCI DSS, along with regulatory requirements by national banks.

Task and workflow management features within the platform enabled efficient task assignment, deadline setting, and progress tracking, enhancing collaboration and timely project completion. Real-time reporting and analytics empowered data-driven decision-making, facilitating proactive responses to potential compliance gaps.

QRCAssist's platform's scalability seamlessly accommodated their growth, adapting to evolving compliance requirements and dynamic technology landscapes without compromising security measures.

This transformation was impactful. By demonstrating unwavering commitment to compliance and maintaining a robust cybersecurity posture, QRCAssist forged partnerships with industry leaders, gaining the trust of clients. This journey underscores the pivotal role of a comprehensive compliance management solution in propelling a startup from uncertainty to success in the competitive cybersecurity arena.

STAY AT THE FOREFRONT

HOW DO YOU STAY UPDATED ON THE LATEST CYBERSECURITY THREATS, VULNERABILITIES, AND INDUSTRY BEST PRACTICES TO ENSURE YOUR COMPANY'S OFFERINGS ARE ROBUST AND EFFECTIVE?

Personally, I prioritize staying at the forefront of cybersecurity through a multifaceted approach. My team and I engage in continuous education, training, and active participation in industry events to stay informed about the latest threats, vulnerabilities, and best practices. We collaborate with industry experts, engage with cybersecurity communities to gain insights into emerging risks, and regularly conduct security audits and assessments of our own systems and solutions. This internal scrutiny ensures that we maintain the highest standards of security and that our offerings are robust and effective.

Internal research and development, as well as adherence to certifications and standards, are integral parts of our strategy. We adhere to industry certifications and standards to ensure that our processes and practices align with globally accepted cybersecurity benchmarks. This includes certifications like CISSP, CISM, ISO 27001, and others relevant to our domain.

By amalgamating these efforts, I ensure that our solutions are innovative, proactive, and aligned with the ever-evolving cybersecurity landscape, ultimately providing robust protection to our clients.

HOW DO YOU APPROACH THE DEVELOPMENT AND IMPLEMENTATION OF CYBERSECURITY STRATEGIES TAILORED TO MEET THE UNIQUE NEEDS OF EACH CLIENT?

My approach at QRC in crafting client-specific cybersecurity strategies begins with thorough consultations and needs assessments. This allows me to gain a deep understanding of our clients' operations, risks, and compliance needs. Following this initial step, I proceed to conduct rigorous risk analysis to create a strategy that encompasses technology solutions, policies, and training programs.

I make sure that technology solutions are customized and seamlessly integrated, aligning them with the specific requirements of each client. An essential aspect of our strategy involves the development and refinement of policies and conducting employee training to enhance cybersecurity awareness within the organization. During the implementation phase, I carefully manage the process to ensure minimal disruption.

Post-implementation, my team and I maintain a proactive stance, continuously monitoring and refining strategies to adapt to evolving threats and changing organizational landscapes. Through this meticulous approach, we can deliver effective and individualized cybersecurity defense for our clients.

CYBER

SECURITY

WHAT MEASURES DO YOU TAKE TO ENSURE THE CONFIDENTIALITY, INTEGRITY, AND AVAILABILITY OF CLIENT DATA WITHIN YOUR CYBERSECURITY SOLUTIONS?

We ensure the confidentiality, integrity, and availability (CIA) of client data through a comprehensive approach. My approach involves encryption for data protection, stringent access control and authentication, regular vulnerability assessments, robust backup and disaster recovery, redundancy for high availability, continuous monitoring and incident response, compliance adherence, employee training, secure development practices, and penetration testing.

By employing these measures, I safeguard client data, maintaining its confidentiality, integrity, and ensuring it remains accessible when needed, while adhering to industry standards and best practices.

USER CENTRIC

HOW DO YOU BALANCE THE NEED FOR STRONG CYBERSECURITY MEASURES WITH USER EXPERIENCE AND CONVENIENCE FOR CLIENTS?

I prioritize a user-centric approach to strike a balance between strong cybersecurity measures and client convenience. Our solutions are meticulously designed to provide intuitive user experiences, complete with transparent communication and education about the importance of security. We put efficient authentication and access controls in place while keeping our security policies simple and easy to understand.

To further enhance the user experience, we offer multi-channel support, including easily accessible help desks, chat support, and educational materials. These resources are aimed at guiding users through security processes and addressing their concerns promptly, ultimately resulting in a smoother experience.

We regularly conduct user training and gather feedback to fine-tune our security measures for usability. Our performance optimization and usability testing ensure that any security enhancements we implement do not compromise the overall user experience. Our ultimate goal is to seamlessly integrate security into our clients' digital interactions, fostering trust and satisfaction while maintaining robust cybersecurity.

CAN YOU DISCUSS ANY PARTNERSHIPS OR COLLABORATIONS YOUR COMPANY HAS ENGAGED IN TO ENHANCE ITS CYBERSECURITY CAPABILITIES?

QRC Assurance actively engages with various organizations, technology providers, and industry experts to stay at the forefront of the rapidly evolving cybersecurity landscape. QRC is a member of Data Security Council of India (DSCI), Center of Internet Security (CIS Security) and CERT-IN empanelled.

HOW DO YOU ADDRESS THE CHALLENGE OF RAPIDLY EVOLVING CYBERSECURITY THREATS AND THE NEED FOR AGILITY IN YOUR COMPANY'S CYBERSECURITY APPROACH?

We address the challenge of rapidly evolving cybersecurity threats by fostering continuous learning, embracing agile development processes, and prioritizing real-time threat intelligence and monitoring. I consider regular security assessments, incident response planning, and cross-functional collaboration as vital components of my approach.

We maintain flexibility in our compliance framework to adapt to changing regulations and invest in emerging technologies. Integration of customer feedback and close collaboration with technology vendors further enhances our agility in responding to evolving threats and ensuring robust cybersecurity measures for our clients.

WHAT CERTIFICATIONS OR ACCREDITATIONS DOES YOUR COMPANY HOLD THAT DEMONSTRATE ITS COMMITMENT TO QUALITY AND SECURITY STANDARDS?

QRC holds the esteemed status of being a Qualified Security Assessor for PCI DSS, PCI 3DS, PCI Secure Software Lifecycle Standard, and PCI Secure Software Standard. Additionally, QRC is an Accredited Certification body for ISO/IEC 27001 & ISO/IEC 27701, qualified CPA firm and empanelled with CERT-IN, allowing us to provide a wide range of assessments including SOC/SSAE Certifications, GDPR, HIPAA, and various other security testing services. QRC is also a CIS Securesuite partner.

COMPLIANCE

HOW DO YOU ENSURE COMPLIANCE WITH RELEVANT REGULATORY REQUIREMENTS, SUCH AS DATA PROTECTION AND PRIVACY LAWS, WITHIN YOUR CYBERSECURITY SOLUTIONS?

We ensure compliance with data protection and privacy laws by leveraging our regulatory expertise, customizing policies, and implementing robust security measures. My team and I take a proactive approach by implementing stringent access controls, user management, and authentication mechanisms to ensure that only authorized individuals can access sensitive data, aligning seamlessly with regulatory requirements.

We pride ourselves on providing our clients with audit trails and reporting capabilities that allow them to demonstrate compliance. This involves tracking and documenting access and activities related to sensitive data. Our comprehensive approach includes data classification, encryption, access controls, and consent management to ensure alignment with various international regulations such as ISO 27001, ISO 27701, GDPR, HIPAA, and more.

Regular compliance audits and assessments are a fundamental part of our strategy to ensure that our solutions remain in line with regulatory requirements. These assessments help us identify and promptly address any potential compliance gaps. We also prioritize employee training, third-party risk management, and staying updated on policy changes, all of which are integral to our mission. Through these continuous efforts, I guarantee that our solutions consistently meet regulatory requirements and effectively safeguard sensitive data for our valued clients.

CAN YOU PROVIDE EXAMPLES OF HOW YOUR COMPANY PROMOTES A CULTURE OF CYBERSECURITY AWARENESS AND EDUCATION AMONG CLIENTS AND EMPLOYEES?

QRC Assurance prioritizes a robust culture of cybersecurity awareness and education. We organize regular training workshops and webinars` covering a spectrum of cybersecurity topics for both clients and employees. These sessions cover a range of topics, including cybersecurity best practices, explaining regulatory frameworks and new standards as they are published, threat awareness and safe browsing habits.

Monthly security newsletters, and cybersecurity tips enhance vigilance and educate on safe practices. We engage in community forums, maintain a security blog, and encourage participation in cybersecurity events, fostering continuous learning and knowledge sharing. We are working on establishing a "Security Champions" program where interested employees can act as advocates for cybersecurity and help disseminate security information and best practices.

After any security incident, we conduct thorough debriefs internally to identify lessons learned and areas for improvement. This knowledge is shared internally, enabling the entire organization to learn from each incident. Our executive leadership actively participates in and promotes cybersecurity initiatives. Their involvement sets a strong example and emphasizes the importance of cybersecurity at all levels of the organization.

These measures collectively empower our stakeholders with the knowledge and practices necessary to mitigate evolving cyber threats effectively.

Charmaine Cheung

Editted by

WHAT DO YOU SEE AS THE BIGGEST CHALLENGES AND OPPORTUNITIES IN THE CYBERSECURITY INDUSTRY IN THE NEAR FUTURE, AND HOW IS YOUR COMPANY POSITIONED TO ADDRESS THEM?

In the rapidly evolving cybersecurity landscape, our company anticipates the challenges of evolving threats, a widening skills gap, complex compliance requirements, insider threats, and the security of technology infrastructures that handles critical data. However, we recognize substantial opportunities in AI and machine learning for compliance governance, Zero Trust Architecture, cloud security and cybersecurity automation. To tackle these, we invest in prioritizing talent development, foster collaborations, maintain adaptability, and offer client-centric solutions.

Our approach positions us to stay ahead of the curve, effectively addressing challenges while capitalizing on emerging opportunities.

COME AND JOIN US

FEEL FREE TO CONTACT

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