



CASE STUDY

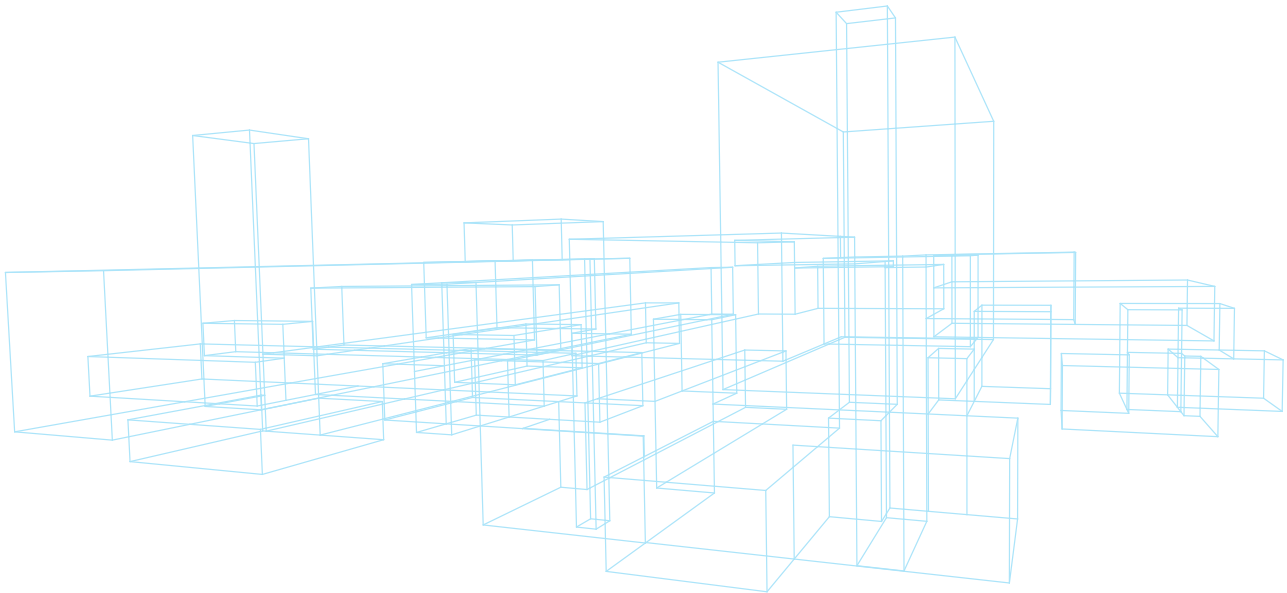
SECURITY PROFILE™ IMPLEMENTATION

Matterport saves time,
resources, and money
using Whistic's
robust platform.

INTRODUCTION

Matterport is a leading immersive 3D media technology company that provides an end-to-end platform for capturing, modifying and distributing digital copies of real-world places. Founded in 2011 in Sunnyvale, CA, Matterport has grown to over 200 employees around the world with more than 2,600 global partners. The team has raised over \$61 million in Series C funding from the likes of Qualcomm Ventures, Lux Capital, and DCM Ventures. Matterport customers have produced over one million 3D spaces across 90 countries – the largest such library of virtual 3D models in the world – which have been visited nearly 400 million times online.

Simon Wynn, SVP of Software Engineering at Matterport, first heard about Whistic's vendor assessment platform when his team was assessed by one of Whistic's customers. This gave Simon the opportunity to personally experience the surprisingly simple and intuitive Whistic interface. With security reviews continuing to pile up for his team, he engaged Whistic with the hope that the solution would benefit both the internal Matterport team as well as its customers.





THE CHALLENGE

As one of the foremost immersive media companies focused on visual real estate and property imaging across a large number of industries, Matterport's security team receives a significant number of inbound security requests from customers.

Large real estate firms, insurance carriers, construction companies, and other organizations across a variety of industries request lengthy security questionnaires from Matterport during the sales process and on a regular cadence once they become customers.

The laborious process for responding to inquiries and completing security questionnaires on a regular basis by the Matterport team was costing Matterport approximately \$60,000 per year.

Additionally, relying on internal resources to complete questionnaires greatly increased the turnaround time for security reviews. The average turnaround time for Simon's team to complete a security assessment was around 30 days. This meant that the average sales cycle for new deals was stalled for over a month waiting for the security review to be completed – burdening both the Matterport sales team and its customers.

Simon realized that his team was spending time, money, and resources on repetitive processes. Once he engaged with Whistic as a customer, he saw the platform as an opportunity for innovation and growth. At first, however, he wasn't sure how his customers would react to Whistic's Security Profile™ response.

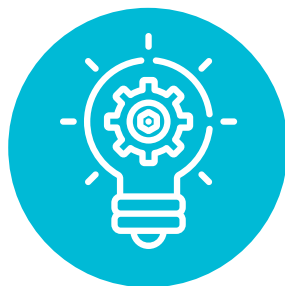
"Before we got up and running, I didn't really know if my customers would accept my Whistic Profile," said Simon. "I was concerned that they would still require us to fill out questionnaires in their format. As it turns out, about 95% of our customers have been fully satisfied with the information contained in our Whistic Profile and we've almost completely eliminated custom spreadsheet questionnaires. In addition, both our customers and our sales team appreciate the incredibly quick turnaround we can provide with Whistic. Both parties are benefitting from our adoption of the Whistic platform."



About 95% of our customers have been fully satisfied with the information contained in our Whistic Profile and we've almost completely eliminated custom spreadsheet questionnaires.

SIMON WYNN, SVP OF SOFTWARE ENGINEERING AT MATTERPORT





THE SOLUTION

The Matterport team now shares their compliant, comprehensive security profile™ directly with prospects

The Matterport team began using Whistic to streamline their security questionnaire responses in May 2018. Now, instead of manually filling out lengthy, RFP-like security questionnaires for every prospect, Simon and his team can easily share an updated, compliant, and comprehensive security profile™ directly with prospects.

"It only took us 20 days from the kick-off call to our first security profile share through Whistic," said Simon. "Building out our profile and uploading our data was incredibly easy and streamlined from our perspective."

Because Simon's team is no longer outsourcing the questionnaires to a third-party resource, he can guarantee that they are timely and accurate. This has also helped him enable the sales team to become more efficient when responding to security questionnaire requests.

Instead of Simon's team having to address every single security review, the Matterport Sales, Business Development, and Customer Success teams can login to Whistic to share the latest version of Matterport's security profile. While these teams have share-only access to the profile, Simon uses his Whistic access to update standardized questionnaire responses, update new documentation, or refresh any necessary information.

The teams now have access to a customer catalog inside of Whistic, which has an automatically updated audit trail of all the security review shares, so all key stakeholders have full visibility into who has seen what and when they first viewed it. They can also leverage Whistic's custom reporting for other critical metrics.



It only took us 20 days from the kick-off call to our first security profile share through Whistic. Building out our profile and uploading our data was incredibly easy and streamlined from our perspective.

SIMON WYNN, SVP OF SOFTWARE ENGINEERING AT MATTERPORT





THE RESULTS

With Whistic's robust platform streamlining their security questionnaire response process, Matterport has saved time, resources, and money.

A summary of results to-date include:

**An ROI of
nearly 10x**

**INCREASED
CUSTOMER
SATISFACTION**

**AN ANNUAL COST REDUCTION OF 90%, SAVING OVER
\$50,000 PER YEAR WITH WHISTIC COMPARED TO MAN-
UALLY PROCESSING SECURITY QUESTIONNAIRES**

***Deeper customer insights
into how accounts are
engaging with security
review documents***

A DECREASE IN AVERAGE
SECURITY REVIEW
TURNAROUND TIME FROM
4 weeks to 1 day

Shortening the sales
cycle by nearly at least
one month on deals with
a security review has
enabled sales reps to
have more capacity to
close additional business

**“ Just the other day a
comment came in from a
customer about Whistic.
He emailed me and said,
'Thanks for setting this
up! This is a really helpful
tool.' This just goes to
show how Whistic is
increasing security
satisfaction for both
our internal team and
our customers. We are
excited about the future
with Whistic and look
forward to leveraging the
platform in new ways.**

SIMON WYNN, SVP OF
SOFTWARE ENGINEERING
AT MATTERPORT





ABOUT WHISTIC

Located in the heart of the Silicon Slopes in Utah, Whistic is a leading vendor assessment platform built for companies focused on protecting data and proactively managing security reviews. Whistic's automated, streamlined platform reduces the manual, time consuming effort that is typically synonymous with conducting and responding to security questionnaires.

For more information visit <https://www.whistic.com>, read the latest on the Whistic blog or follow Whistic on Twitter @Whistic_Inc.

