

SMBsecure ASP Customer QBR Guide

*This guide is designed to help **SMBsecure** internal teams and ASP partners run effective, value-driven Quarterly Business Reviews (QBRs). The goal of every QBR is to demonstrate value delivered, align on business outcomes, and identify opportunities for improvement and growth.*

1. Purpose of the QBR

1. Reinforce the value of SMBsecure services
2. Review security posture and risk reduction
3. Discuss POPIA and regulatory alignment
4. Align on next-quarter priorities
5. Strengthen long-term partnership

2. QBR Preparation Checklist

1. Review previous QBR actions
2. Compile security metrics and reports
3. Identify incidents, improvements, and wins
4. Prepare recommendations for the next 90 days

3. Running the QBR Meeting

1. Set expectations and agenda upfront
2. Focus on outcomes, not technical noise
3. Encourage discussion and feedback
4. Confirm agreed actions before closing

4. Common QBR Questions

1. How has our risk posture improved?
2. Are we POPIA-aligned today?
3. What threats should we prepare for next?
4. Where can we improve security maturity?

5. Post-QBR Follow-Up

1. Send meeting summary within 48 hours
2. Track action items and owners
3. Schedule next QBR in advance

Customer QBR Meeting - Positioning

Purpose of the QBR

1. Review value delivered
2. Align security to business goals

What We Review

1. Threat trends
2. User risk
3. Compliance posture

What You Get

1. Clear actions
2. Improved security maturity
3. Ongoing alignment

QBR Meeting Template

Customer Overview

Business objectives, stakeholders, and services in scope.

Security & Compliance Review

Review security posture, POPIA/JS alignment, and control status.

Incidents & Risk Summary

Incidents, risks identified, and mitigation actions.

SMBsecure Performance

Usage, adoption, and effectiveness of controls.

Recommendations & Next Quarter Plan

Agreed actions, improvements, and roadmap.