Invimatic
Innovation in Automation

How Invimatic Helped a SaaS Company Achieve SOC 2 Compliance and Accelerate Growth

www.invimatic.com

Scaling with Trust & Compliance

A fast-growing SaaS company from California providing AI-powered customer experience solutions, was under increasing pressure to meet the high security and compliance standards required by enterprise clients. As they scaled, **Continuous Compliance** became a major pain point, hindering their ability to close deals, maintain tight SLAs, and address security risks effectively.

The Challenge: Navigating Growing Pains

Lengthy Questionnaires and Delayed Sales Closures:
With product teams spread thin and focused on tight product deadlines, Company often struggled to respond to extensive security and compliance questionnaires from clients. These questionnaires were time-consuming, and the lean product team couldn't allocate sufficient resources to fill them out thoroughly. As a result, sales closures were delayed, and clients were frustrated by the slow responses.

Struggling with Security Gaps:
With a small security team and a fast-paced development schedule, client found it difficult to implement and maintain security best practices. This meant they were not following industry-standard practices as rigorously as they should have, leaving them vulnerable to security gaps.

Failure to Meet Stringent SLAs:
Their clients, many of whom were medium and large scale companies, demanded very stringent SLAs for uptime, data protection, and privacy compliance. However, the company was struggling to maintain compliance under these tight expectations, particularly around SOC 2, which became a key requirement for large customers.

Lack of Continuous Monitoring and Incident Response Strategy:
With limited resources, client did not have a continuous monitoring framework in place. This made it difficult for them to stay ahead of potential compliance issues and cybersecurity threats. Moreover, without an incident response plan, any security threat posed a risk to both their business and their clients.

> " *93% of enterprise buyers consider security certifications such as SOC 2 to be a critical decision factor when selecting a SaaS vendor. Organizations that cannot meet these expectations often lose out to competitors who can demonstrate strong security practices.*
>
> *– Gartner*

The Invimatic Solution: Automating Compliance, Securing Growth

SOC 2 Readiness & Automation with Drata
- We set up Drata, an industry-leading compliance platform, to automate monitoring, auditing, and alerts.
- Continuous, real-time compliance with SOC 2 standards helped Client stay ahead of potential risks without manual intervention.

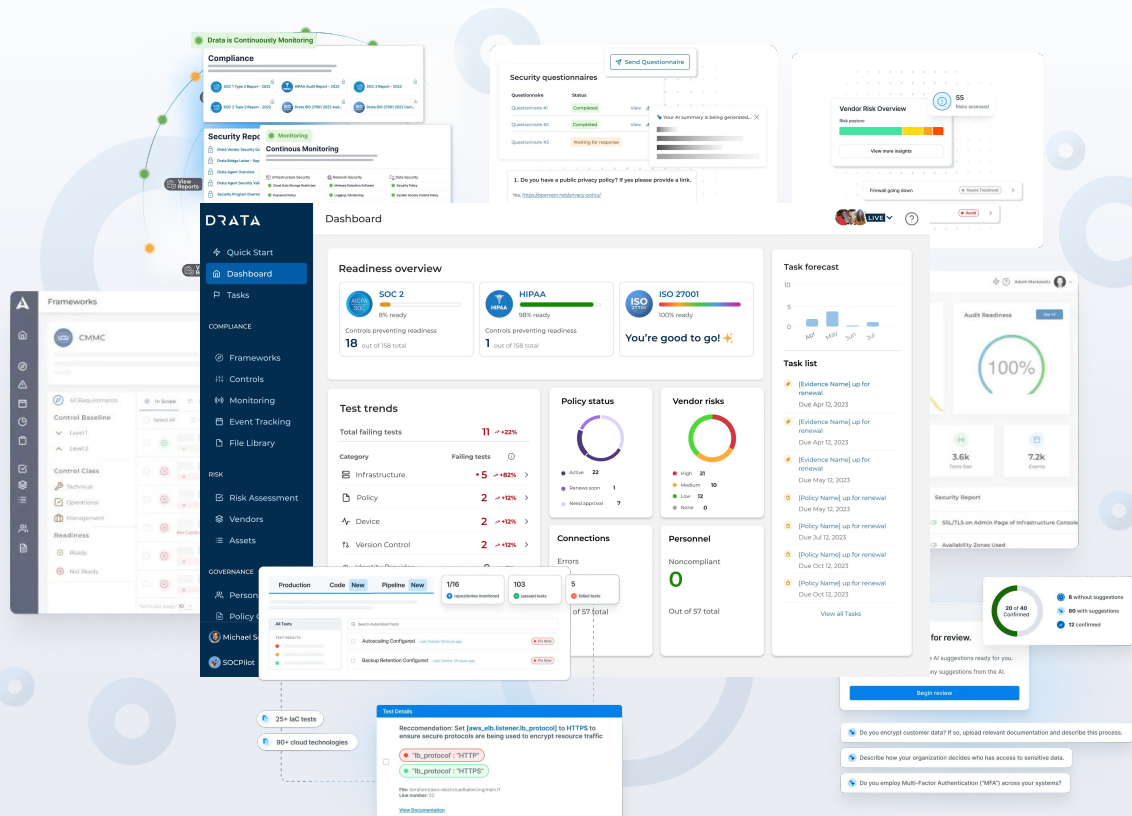## Streamlining Security Questionnaire Responses
- With automated SOC 2 reporting, we cut the response time for security questionnaires by 75%.
- Accurate, real-time data from Drata allowed the client's lean product team to focus on closing deals, not paperwork.

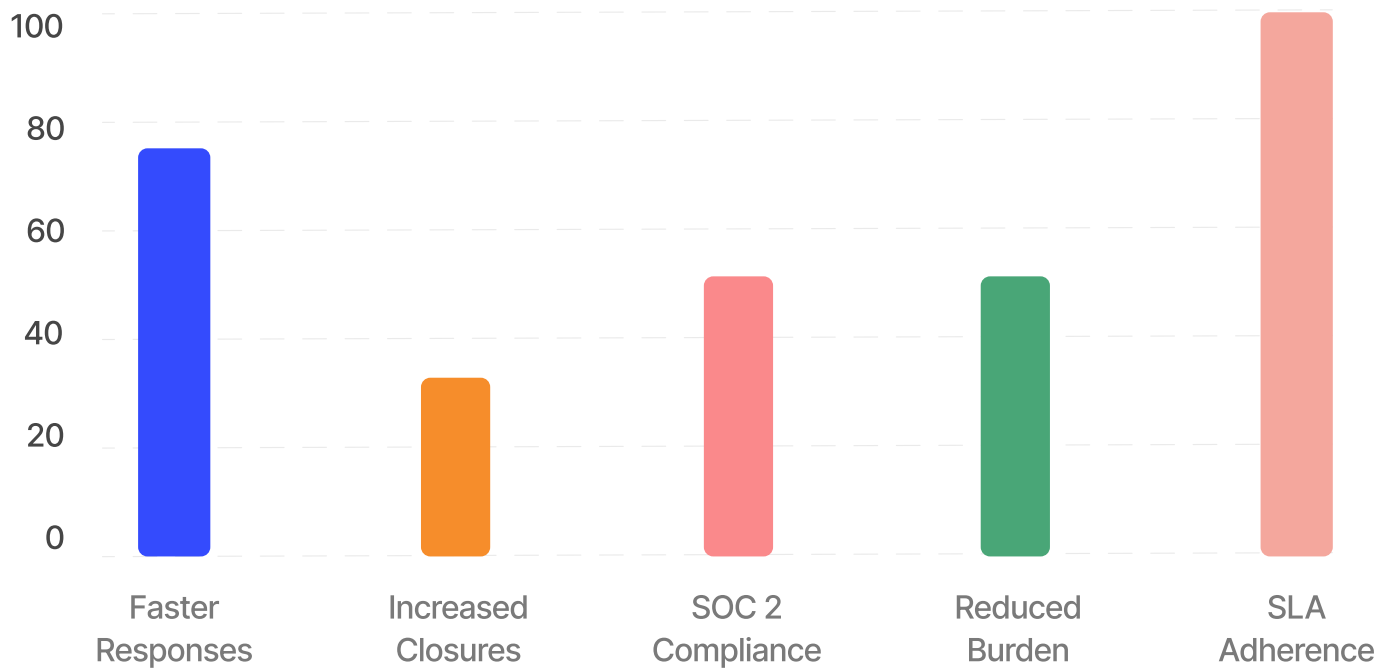## Building Security Best Practices and Continuous Compliance
- As outsourced CISO, Invimatic established clear security policies and real-time monitoring.
- We helped the company implement continuous compliance with SOC 2, eliminating security gaps and ensuring industry best practices were followed.

Meeting SLAs & Strengthening Incident Response
- We integrated Drata with Client's internal systems to ensure proactive risk identification and faster incident response.
- With improved SLAs for uptime, data protection, and privacy, Client gained the trust of large customers.

The Results: From Compliance Headaches to Growth

Bar chart with values:
- Faster Responses: ~76
- Increased Closures: ~32
- SOC 2 Compliance: ~51
- Reduced Burden: ~51
- SLA Adherence: ~102

Y-axis: 0, 20, 40, 60, 80, 100

> " *Invimatic was a game-changer for us. The time saved on questionnaires was invaluable, and the peace of mind from constant security monitoring gave us a competitive edge. We met tight deadlines, won more clients, and built stronger trust with enterprise customers. Invimatic went above and beyond as our outsourced CISO, streamlining everything. Highly recommend!*
>
> **- CTO, TheLoops**

Key Takeaway: A Partnership Built for Growth

With Invimatic's help, Client was able to streamline their security and compliance processes, enabling them to scale faster, meet client demands, and close deals more effectively. Now fully SOC 2 compliant and able to meet tight SLAs, Customer is positioned for sustained growth and success in the competitive CX SaaS market.

Get In **Touch**

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