



ACHIEVING SOC 2

Compliance for a Leading Customer Experience SaaS Provider

About Company

A fast-growing SaaS company in the customer experience industry realized that **building trust** with their customers required a high-quality product and a commitment to **robust security practices** and **achieving SOC 2 compliance**. To stay focused on their **product innovation** and **customer engagement mission**, they turned to us for assistance in managing the complex and demanding SOC 2 compliance process. **Our team provided end-to-end support, ensuring they remained compliant without disrupting their focus on growth and core operations.**



Challenges



Lack of Compliance Framework

Though they prioritized security, they lacked a structured approach to document and monitor SOC 2 compliance practices.



Limited Resources

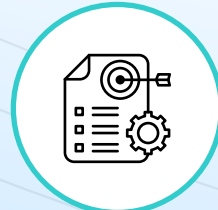
With their lean engineering team focused on rapid product development, dedicating resources to SOC 2 documentation, audit preparation, and evidence gathering was difficult.



Ongoing Compliance Needs

Beyond obtaining SOC 2 certification, they needed a sustainable, long-term solution to manage compliance, conduct periodic assessments, and keep up with the ever-changing security landscape.

Solution Offered



Compliance Strategy

Collaborated with the SaaS leaders to define SOC 2 objectives, streamline security policies, and align processes with industry standards.



Data Integration

Implemented Data to automate continuous monitoring, evidence collection, and real-time insights for seamless SOC 2 readiness.



Team Training

Conducted targeted workshops to train engineering teams on SOC 2 principles, integrating compliance into their development cycles.



Security Testing

Facilitated regular penetration testing and vulnerability assessments, ensuring proactive security measures.



Audit Support

Managed the entire evidence collection process and liaised with auditors for smooth and timely SOC 2 certification.



Ongoing Compliance

Provided post-certification support, maintaining continuous monitoring through Data and conducting quarterly compliance reviews.

Results



90% Reduction

Automated compliance systems reduced manual efforts, allowing teams to stay focused on product development.



100% Pass Rate

Maintained a flawless record on penetration tests, ensuring a strong security posture throughout.



Zero Disruptions

Continuous compliance monitoring ensured smooth operations during and after certification.



30% Revenue Growth

Securing SOC 2 compliance led to a surge in new business opportunities and revenue growth.

Conclusion

The client **achieved SOC 2 compliance** in under six months while maintaining focus on product development. Automated monitoring streamlined their compliance efforts, reducing manual work by **50%**. Our **ongoing support** ensured continuous adherence to security standards, opening up new **business opportunities** and enhancing customer trust. The case highlights the value of a dedicated **compliance partner** in turning security requirements into a competitive edge.