

Turning Crisis into Control

How a Media & Entertainment Firm Built Trust Amid Security Chaos

An innovative Singaporean digital media company providing global content distribution platforms aimed to strengthen its service reliability. The business required comprehensive operational improvements to address persistent system vulnerabilities that were impacting client trust and contractual relationships.

Industry: Media & Entertainment | **Location:** Singapore | **SOC 2 Focus:** All 5 Trust Services Criteria

The Challenge

- The client was grappling with frequent service outages and system downtimes, disrupting content delivery pipelines and compromising user experience. These availability issues began to erode client confidence, with key partners raising concerns about the company’s ability to maintain reliable, 24/7 operations.
- Leadership recognized that they couldn’t afford to treat compliance as a formality. They needed to go beyond checkboxes and build real operational resilience to restore client trust and protect revenue streams.

The Approach

- We partnered with the company to deliver a holistic SOC 2 strategy that addressed both compliance and core reliability challenges:

Root Cause Analysis

Mapped patterns across recent incidents to identify control failures in infrastructure monitoring, alerting, and failover systems.

End-to-End Control Implementation

Rolled out a comprehensive suite of controls spanning all five Trust Services Criteria — with particular emphasis on availability and processing integrity.

Security & Availability Awareness Programs

Conducted company-wide training on incident response, system uptime responsibility, and role-based access.

Cloud Infrastructure Hardening

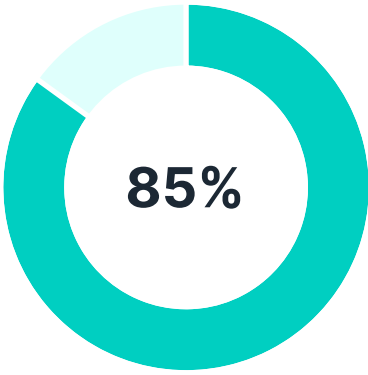
Applied high-availability best practices across AWS, including auto-scaling groups, multi-AZ deployments, backup/recovery automation, and monitoring pipelines.

Privacy Program Development

Implemented policies and data flow controls aligned with the Privacy TSC, ensuring client data handling met international expectations.

The Outcome

- Within six months, the company successfully completed its SOC 2 Type II audit, backed by robust availability and security practices.
- Results included:
 - An 85% reduction in service disruptions and unplanned downtime
 - Renewed trust and contract extensions from key media partners



Key Takeaways

- Shifted from reactive firefighting to **proactive availability management**.
- Used SOC 2 as a **business transformation tool**, not just a compliance checkbox.
- Strengthened team alignment around **security, privacy, and uptime accountability**.