

# How TheLoops Achieved SOC 2 Type II Under Tight Audit Timelines

## Company Overview

**TheLoops** is a San Francisco-based SaaS company delivering AI-powered insights and automation for support operations. With a growing base of enterprise customers, the company needed to scale securely and prove its commitment to data protection.

## The Challenge

- TheLoops was under pressure to complete its SOC 2 Type II audit quickly, but without compromising the integrity of its product or overwhelming the engineering team.
- As a high-growth SaaS company, they couldn't afford compliance to become a bottleneck.
- They needed a partner who could move fast, work deeply with the tech team, and ensure the entire process felt like an extension of their product development, and not an external checklist.

## The Solutions

- Invimatic stepped in with a hands-on, engineering-first approach to SOC 2 readiness:

We conducted a thorough Vulnerability Assessment and Penetration Testing (VAPT) to identify and resolve potential risks.

We defined and implemented tighter internal security controls in line with SOC 2 criteria.

We integrated Drata to automate evidence collection, monitor controls, and maintain continuous readiness.

We worked closely with TheLoops' developers to embed compliance workflows directly into the engineering cycle. This avoided disruption and fostered true ownership across the team.

This approach ensured that compliance became a built-in, everyday process. It made compliance more accessible, visible, and predictable for both leadership and engineering teams, enabling better decision-making throughout the organization.

## Results

- **Completed** SOC 2 Type II audit under tight timelines
- **Achieved** full 24/7 visibility into compliance status
- **Minimized** audit friction and removed last-minute surprises
- **Strengthened** trust across the team and with enterprise clients

## Key Takeaways

- Embedding compliance into engineering workflows leads to better adoption and fewer disruptions
- Automation tools are most effective when paired with strong advisory
- Fast-growing SaaS teams need compliance strategies that match their product velocity
- SOC 2 is a strategic advantage when done right