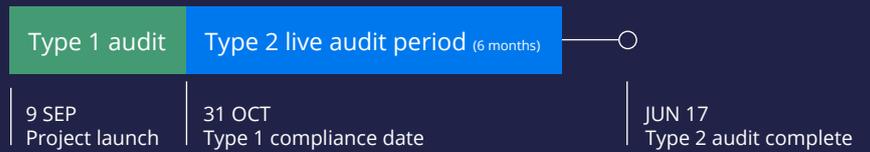




Communic8 tackles SOC 2 Type 1 and Type 2 in 9 months!



Communic8 is a SaaS company based in Brisbane, offering the latest innovation in digital engagement that's providing organisations a better way to connect, inspire, analyse and align employees and customers. As a modern digital engagement platform, Communic8 enables organisations to drive constant conversation with their employees that makes every interaction an experience that can be measured.

"The collaborative approach provided many opportunities for small course corrections before investing too much time. This prevented wasted effort and improved the quality and business fit. "



Problem



Results

Why did you pursue SOC 2?

We service the communication needs of many of the world's largest enterprise organisations. When a current or potential customer is assessing the risks associated with using our platform, they need to be independently assured that their corporate communications would be run on software, and developed and maintained by an organisation, that would protect their interests.

"... the value we received from the overall process was much greater than the overall project costs."

- ✓ SOC 2 Type 1 and Type 2 assurance report in 9 months
- ✓ Our SOC 2 assurance report has been critical in closing new business and retaining existing customers

While our end goal of obtaining a favourable assurance report was critical, and the unlimited support we received from AssuranceLab contributed greatly towards that outcome, the value we received from the overall process was much greater than the overall project costs.



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AssuranceLab sat down with Communic8's CEO, Bryon Westmoreland to reflect on their experience with achieving both SOC 2 Type 1 and SOC 2 Type 2 in 9 months.

How did you find working through the broad requirements of SOC 2?



Strategic roadmap to compliance

Although our existing business and service offering was already meeting a lot of the SOC 2 criteria, we still felt like a SOC 2 certification would be a daunting task. It seemed so overwhelming at first, especially when you consider we couldn't assign dedicated resources to the tasks.

Fortunately, AssuranceLab provided a strategic roadmap to compliance that made the process more understandable, achievable and realistic. They were extremely knowledgeable and very adept at translating some of the more challenging concepts of SOC 2 into language or examples we could easily understand.

Without the strategic support of AssuranceLab, I can safely say that SOC 2 Type 2 compliance would have taken us several orders of magnitude longer to achieve, and our audit period would have been much more challenging.

Tackling SOC 2 without dedicated resources

As a rapidly growing business, we needed flexibility around scheduling and deliverables.

Working at our own pace was perfect as we were able to ramp up, or slow down based on available resources. When we had resources available for the audit, AssuranceLab was always ready to provide timely feedback and guidance, so progress never slowed.

Iterative and collaborative approach

The iterative approach of discussing control requirements, us providing control documentation and then receiving feedback, followed by adjustments until we met the appropriate level of compliance (based on the size and type of our business) proved to be ideal. Their understanding of InfoSec was invaluable as we all spoke the same language.

This collaborative approach provided many opportunities for small course corrections before investing too much time. This prevented wasted effort and increased quality, while making the process more understandable and manageable.

Was the SOC 2 process different to what you expected of an audit?

Absolutely, 100% yes! I expected the audit process to be much more intensive and impacting on business. But it was surprisingly straightforward due to AssuranceLab's early and ongoing work with us. I believe the actual audit is represented by the entire engagement from day one. The process of working with AssuranceLab to identify our compliance needs and existing gaps, followed by the iterative process of review and feedback WAS the audit. The last step of undergoing the quality review process with the CPA partner felt like more of a formality than an audit.

"Any SaaS company that wants to mature and grow its business will benefit from this process. Also, as individuals we all benefited as we felt more in control, safe, organised, and prepared to do our jobs well."

Any tips you can share for others in a similar position to Communic8?

- ✓ Set expectations and the correct mindset with your team from the very beginning. Make your team aware that this process adds value to the organisation, and ultimately, will make their job easier (and help them sleep at night).
- ✓ Delegate tasks to people within your organisation who are most knowledgeable or responsible for the particular control and set reasonable expectations and offer support.
- ✓ Google Drive can quickly become the wild west of documentation. Develop an information management strategy and stick to it. Establish procedures around the retention and clean-up of documents, versioning, file, and folder nomenclature.
- ✓ We found that simple, shared calendar entries were most helpful in linking to documentation or resources that were being reviewed or executed and invited the individuals that were needed for the review.