

livepro is a customer experience knowledge management system used by organisations as their single source of truth to deliver answers to customers. They serve security conscious customers in banking, finance, government and education.



As livepro CEO Brad Shaw attests, gaining SOC 2 accreditation was important to customers, providing security prestige in the market and helping tighten up their operation with reference to best practices.



Why did you choose AssuranceLab?

We chose AssuranceLab based on the recommendation from a trusted partner that their approach was agile and consultative, and it was.



Why was the agile and consultative approach important to you?

It allowed me to continue to run the business while also using the SOC 2 process to identify best practice management processes. A lot was achieved without the stress of artificial deadlines. This agile approach is much more in line with the way a modern small business works. AssuranceLab was always there if I had questions or needed guidance; they worked the way that best worked for me.



Did you find the iterative reviews and feedback helpful?

Yes, we did. It allowed us to adjust and improve throughout the process. **Taking things in bite-sized chunks enabled us to action things within the business as we went rather than having a big bang approach.**

Overall, this agile and consultative approach helped make it faster, simpler and provided better support for the livepro team, without needing to allocate big chunks of time and resources to get it done.



How did the project go and what was next for you?

We started the SOC 2 Type 1 in March 2020 and completed the audit by August. We reached over 90% completion in June but felt it was important to get the final pieces done right. That took some time to find the right fit for our business. AssuranceLab's guidance on what other small businesses do and the various options, was helpful.

We've now started the SOC 2 Type 2 audit for the following 12-month period. In this audit we started using our own livepro software as the source of truth for audit evidence, inviting the AssuranceLab team in directly to collect their evidence. This helps maintain a single point of records and has been a smooth process so far.

Brad Shaw, CEO livepro

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YOUR CLOUD NATIVE AUDIT PARTNER

AssuranceLab is a modern cybersecurity audit partner. Unlock new opportunities and power your international growth with certifications.