Plan.Build.Run
solutions

# Plan.Build.Run Solutions teams up with AssuranceLab for a complete compliance solution

Plan.Build.Run (PBR) Solutions is a boutique consultancy providing support services for information security compliance and operational excellence. PBR Solutions works with clients in the software and healthcare industries with various regulatory and industry standards. On this project, PBR Solutions, based in Melbourne, was working for a global SaaS company headquartered in New York and with offices and key personnel in Europe.

This engagement achieved:

- ✓ **SOC 2 Type 1**
- ✓ **SOC 2 Type 2**

Plus completed readiness assessments for:

- ✓ **SOC 1**
- ✓ **HIPAA**
- ✓ **GDPR**
- ✓ **ISO 27001**

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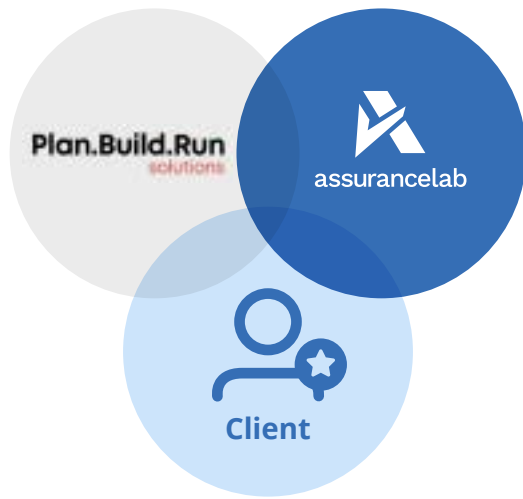
As AssuranceLab's Paul Wenham, Co-founder and CEO, explains;

"We see a number of clients that need our audits that don't have the expertise or capacity in house to implement their compliance. We can guide clients but can't implement anything for them due to auditor independence requirements. This is where our consulting partnerships work well for a complete client solution."

AssuranceLab's Paul Wenham (Co-founder and CEO), and PBR Solutions Paul Lubik (Founder), sat down to reflect on the project as Paul W asked about the experience of working through this project.

How did you start working with AssuranceLab for this project?

Our client wanted to pursue new business opportunities by obtaining a SOC 2 report. Whilst we're able to implement processes and controls for them, we needed an independent auditor to perform the actual audit. This is where AssuranceLab comes in. We chose them because we wanted an Australian-based partner who specialises in SOC 2 and understands start-up culture.

What was the split of responsibilities?

From the start, Paul W and I were on the same page in terms of how we were going to manage the client relationship and project responsibilities.

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PBR Solutions was the project manager and coordinator of all activities. AssuranceLab played more like a supporting role conducting the audit by liaising with PBR Solutions. The client and AssuranceLab didn't interact directly except for the engagement letter and invoices. The client really appreciated this simplified relationship and engagement approach.

We completed the readiness assessment using AssuranceLab's software, liaised with AssuranceLab to agree action plans for control gap remediation and implementation of the client's compliance. This included documenting policies, new systems for better tracking and management of key processes, uplifting security settings in the infrastructure and forming "paper trails" to meet the audit requirements. AssuranceLab's agile audit process marked these off as they were implemented and provided feedback along the way to ensure we were on the right track in meeting the audit expectations.

Responsibilities
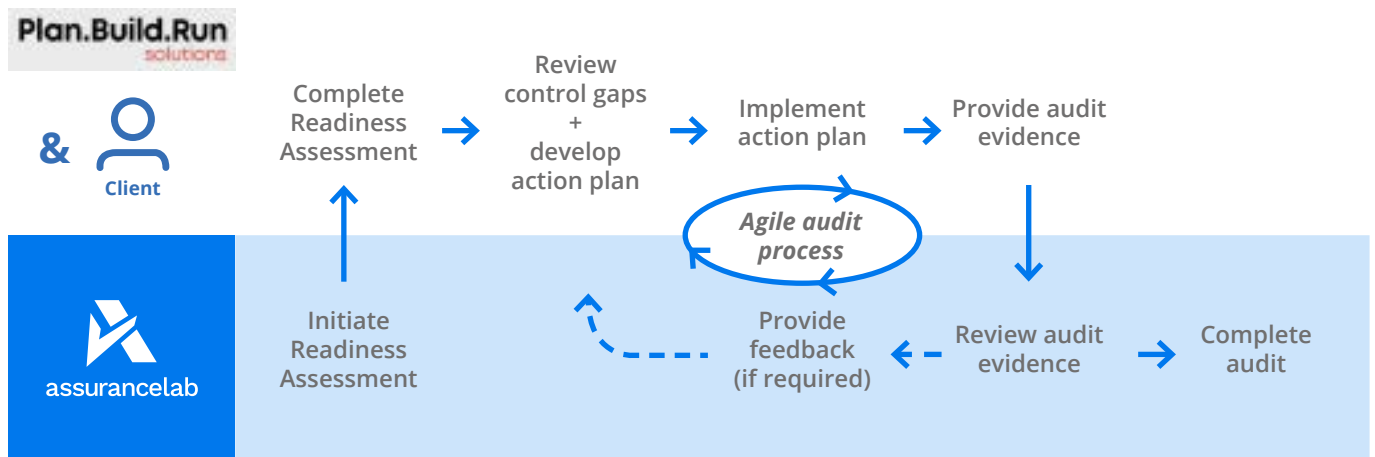
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How did you find working with AssuranceLab?

Having AssuranceLab available through the project was critical as we needed that practical experience. We needed guidance to achieve the end goal (compliance) in a way that fit the client's environment. Previous audits I have worked on have been far more testing and challenging. I say this with all respect but in the vast majority of cases we faced a requirement, we stepped through the proposed solution and simply executed it. The key was in the simplification of the audit requirement. AssuranceLab speaks a language the customer can understand. This is critical.

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Any tips for others planning for similar projects?

It's not as daunting as expected. But there are lots of lessons for the client when taking this on. It needs the commitment and drive from the client to accept the findings and being willing to put those into practice.

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