

Edgile Case Study: Information Services

A global provider of professional software solutions and services for clinicians, accountants, lawyers, tax, finance, audit, risk, compliance, and regulated sectors

Challenge

- SOX, HIPAA, ISO/IEC 27001 and SOC 2 type 2 programs each required evidence
- Needed an automated, repeatable solution to guide the field through the evidence collection, review, distribution and archival process

Goal

- Build a repeatable, automated SOC 2 compliance readiness program for customer facing applications

ServiceNow Products

- Integrated Risk Management

Edgile Approach

- Developed a SOC 2 Type 2 certification program, defined control criteria, obtained control details and related evidence from control owners and custodians
- Setup the Evidence Warehouse with related Evidence Boxes for over 100 different control areas, with related workflow to route to controls owners & custodians
- Assessed control representations and support evidence
- Developed reports outlining potential control gaps & remediation tasks

Results



Lower costs to manage the certification program, increased accountability of control owners and custodians



Improved visibility into program status (who has provided evidence) and results (which controls passed or failed)



More repeatable/sustainable program with recurring evidence collections requests automatically launched and tracked