



ZenGRC increases audit efficiencies for Beeline while decreasing time, resources and risk

RESULTS:

Streamlined audit, risk and compliance processes on a single system

Tight audit collaboration with third-party auditing firm

Met aggressive SOC deadlines with fewer personnel resources

Automated vendor questionnaires to reduce third-party risk

Cross-team Collaboration on SOC Audits

As a service organization, Beeline understands the importance of instilling confidence among its customers and their auditors, committed to meeting required reporting requirements. To support SOC reporting and audit processes, Beeline partners with one of the top independent audit and advisory firms.

"For our SOC-related audits, ZenGRC sits at the center and we give our external auditors direct access, working as a team to automate evidence collection and streamline data sharing," said Emily Betz, Cyber Security Compliance Manager with Beeline.

"This collaboration has made our audits much more efficient, requiring fewer internal staff to manage the process, allowing us to utilize those resources on other projects."

The value of ZenGRC extends beyond effective resource utilization, with Beeline estimating fast ROI. The automation within the platform has eliminated the need for additional support staff, providing savings well beyond the cost of deployment.

A Trusted Foundation

The auditing firm was originally introduced to ZenGRC via Skype and was up and running immediately. In 2019, the firm conducted SOC II audits in ZenGRC, but had not yet used the platform for SOC I. After experiencing the power and ease of use, the firm made a request of Beeline — asking to manage all SOC audit processes within ZenGRC.

“Our firm continues to give kudos to ZenGRC for its user interface, automated reviews and approvals and personalized task management capabilities,” said Betz. “The ability to tag each other and track progress through to completion, along with the drag-and-drop feature for evidence search and collection, have helped us eliminate previous manual processes.”

SOC Audit with Two Days’ Notice

Beeline was required to start a SOC audit within 48 hours, on the hook to meet a customer’s financial calendar year deadline that was just two weeks away, resulting in significant charges if the deadline was not met. With ZenGRC, the auditing firm and Beeline moved swiftly, using the platform to collect and verify evidence, leaning on daily reminders for specific tasks to expedite reviews and approvals.

“The communications functionality within the platform delivered much-needed visibility into what auditors were requesting, providing our entire team with a smooth path towards meeting the aggressive deadline,” said Betz.

“Quite frankly, without ZenGRC in place, this particular SOC audit would have been an administrative nightmare.”

Staying Ahead of Threats

Beeline is utilizing ZenGRC to mitigate business exposure, conducting risk assessments and capturing incident information for future SOC audits. The organization also conducts quarterly control audits, with policies mapped to ISO 27001, including for access control.

Since Beeline is a SaaS company, the organization is focused on vetting risk related to third-party sub-contractors. Vendor questionnaires were created based on industry best practices, such as SIG and CSA guidance, and customized accordingly. Within ZenGRC, actions were defined tied to specific questions, automating workflows to ensure potential issues are addressed.

Keeping Pace with Client Audits During Pandemic

As part of its customers’ best practices to support vendor oversight, Beeline is routinely audited by clients. ZenGRC makes it easy to support audit requests, pulling evidence and leveraging Beeline’s pre-loaded library to save time and resources.

“During these unusual times caused by COVID-19, we haven’t missed a beat with our audit processes,” said Betz. “We are just getting started with ZenGRC, primed to expand our usage to support all facets of our company’s audit, risk and compliance activities.”

ABOUT BEELINE: Beeline is the world’s largest independent provider of solutions for sourcing and managing contingent labor, enabling companies to utilize an agile mix of employee and non-employee talent. The company has been using ZenGRC since 2018, leveraging a single platform to manage audit, compliance and risk management procedures with confidence.

ABOUT RECIPROCITY: Reciprocity powers the fastest, easiest and most prescriptive information security solutions through one simple yet powerful platform that efficiently organizes and intelligently optimizes infosec programs.