

DATTO'S RESULTS AFTER IMPLEMENTING ZenGRC:

Single system of record – built compliance program from the ground up

35%
reduction in external audit costs

Streamlined gap assessments – from eight months to

45min

Quickly satisfy new compliance requirements with existing control frameworks

Datto Builds Compliance Department Around ZenGRC

IT Services company quickly scales a compliance and risk program, expedites gap assessments for SOC 2 and reduces audit costs by 35%.

Antiquated Competitive Options

Like many Reciprocity customers seeking out a GRC platform, Datto was using spreadsheets to manage compliance initiatives. The internal team wanted a solution to build a compliance monitoring and management program from the ground up, supporting SOC 2 audits, as well as NIST, CMMC and SOX frameworks.

"We looked at a number of solutions, most of which were just fancy databases focused on evidence and document gathering," said Christopher Henderson, Director, Information Security with Datto. *"Many had an archaic feel, as if built in the early 1990s, and I knew there was no way my staff would embrace these options."*

Scalability and Modern SaaS Approach Shine Through

Datto selected ZenGRC due to its modern design, ease of use and approachability, providing an ideal way for a tech-focused team to easily scale its compliance and risk program. *"We were sold on ZenGRC's clear time to value, allowing us to operate at a very high level quickly,"* said Henderson.

Gap Assessments — From Eight Months to 45 Minutes

A major selling point for Datto's CISO was ZenGRC's compliance dashboard and one-to-many control mapping. By adding Datto's controls and objectives into ZenGRC, the company standardized a common control set that applies across all compliance objectives and programs, while also leveraging automatic mappings from the common control set to all of the desired frameworks. For example, with ZenGRC's CMMC seed content and mapping, the company leveraged the one-to-many relationship of the standard SOC 2 control framework to satisfy CMMC.

"The future gap analysis has delivered significant time savings and peace of mind, allowing us to strategically prioritize efforts," said Henderson. *"Prior to ZenGRC, the gap assessment for a SOC 2 audit took eight months and recently we conducted an assessment for a brand new product in under 45 minutes."*

Immediate ROI: 35% Cost Savings for External Audits

Datto uses ZenGRC to manage eight SOC 2 audits annually, leveraging automatic, one-to-many mappings across various objects. As a result, Datto can identify control overlaps between compliance programs, using a single repository of corporate controls to easily audit and test once, then applying the results many times over.

"For one-third of the controls across our eight annual SOC 2 audits, we only audit once and it's applied across all audits," said Henderson. *"This generated 35 percent savings and immediate ROI, eliminating the need for our third-party audit firm to audit those controls each time."*

A Future-proofed GRC Foundation

Datto used Reciprocity's GRC experts during its initial implementation and continues to benefit from the broader Customer Success ecosystem of Support Engineers and Account Managers. To date, the company has conducted 24 SOC II audits with exceptional outcomes due in large part to efficient management of internal audit processes.

"We now have a scalable platform that supports our company's growth, enabling us to home in on priorities based on our existing control maturity and overall compliance and risk posture," said Henderson. *"The more we use ZenGRC, the more benefit we see."*

ABOUT DATTO: Founded in 2007, Datto is the world's leading provider of cloud-based software and technology solutions purpose-built for delivery through managed service providers (MSPs). The company offers Unified Continuity, Networking and Business Management solutions to more than one million businesses across the globe. In 2018, Datto moved its Security Compliance program into ZenGRC.

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.