

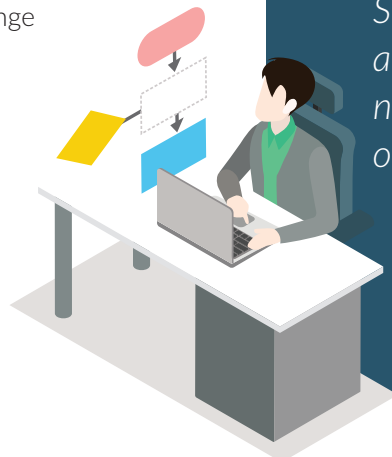


Bulletproof Uses ProcedureFlow to Increase Efficiencies in Compliance Audits



Trust, data integrity, confidentiality and security are all risks that businesses spend a lot of time and money on. For IT service providers such as SaaS, cloud computing, managed services, data centres and Internet of Things (IoT) companies, these risks are more than top of mind. A data breach or technology failure would severely compromise business operations. That's where Bulletproof comes in. They are there to ensure that your data, your customers' data and your business is protected.

Bulletproof provides world-class managed security services, support and system management services to a wide range of customers, from small businesses to large enterprises and governments. Their expertise ranges from security services to quality assurance, infrastructure consulting, and support services.

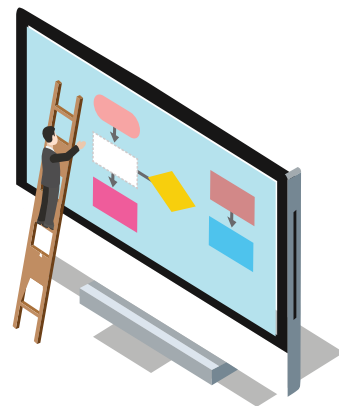


“ We follow proven IT Infrastructure Library (ITIL) methodologies to ensure that design, planning and implementation results in successful projects delivered on time and within budget. We carry out audits prescribed by the American Institute of Certified Public Accountants, known as SOC2. With ProcedureFlow, our SOC2 and other compliance audits have become much easier now that we can quickly point to our thorough procedural controls.

- Andrew Jefferies
Vice President, Managed Services

As risk management and mitigation strategies increase in importance, service organizations, like Bulletproof, are aligning to the growing trend of the SOC reporting platform, which focuses on a business's non-financial reporting controls, such as security, availability, processing integrity, confidentiality, and privacy of a system.

When building their new state-of-the-art Security Operations Center, Bulletproof wanted to leverage the success that they already had achieved using ProcedureFlow in their Managed Services division. They knew that the SOC had to be massively scalable and that the processes had to be ... well, Bulletproof. They used ProcedureFlow to build their entire library of security lifecycle processes including: security incident handling, forensics, customer onboarding, change management, customer reporting, SLA tracking, request management and training.



“WE ARE GROWING THE HELL OUT OF THIS LINE OF BUSINESS AND WE USE PROCEDUREFLOW TO MAKE SURE THAT OUR SERVICE STAYS EXCEPTIONAL THROUGH THAT GROWTH. SECURITY IS A BUSINESS WHERE THERE IS NO ROOM FOR ERRORS. WE ARE THE GUARDIANS OF OUR CUSTOMERS’ CROWN JEWELS.”

After implementing ProcedureFlow, the benefits for Bulletproof are clear:

- The opportunity for change tracking as part of the ITIL continuous improvement model.
- One single source of truth for both auditors and employees when completing SOC2 compliance audits.
- Process changes are easily made and employees are notified of changes in a timely and visual manner.
- Process documentation is easily accessible by all employees, no matter where they are located.
- Accuracy, consistency and quality among employees is improved.
- More effective and efficient onboarding and training of new employees.