

CASE STUDY

Putting Customers' Minds at Ease with a SOC 2 Attestation



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Matt Rastovac
CEO, Respell

CHALLENGE

Increasing concern about the security of AI technology

Respell comprises an advanced, all-in-one AI automation platform for companies to improve their internal efficiencies. With AI constantly in the headlines, businesses have become increasingly concerned about security and compliance.

“We are an early stage company,” said Matt Rastovac, CEO of Respell. “To procure customers and have them trust in us and the security of their data, having compliance and SOC 2 certification is a must-have requirement. We want our customers to feel comfortable trusting their data and processes with us.”

Companies were asking Respell “Where and how do you store your data?” “What kind of compliance does the company have?” And, the more knowledgeable ones were asking specifically about SOC 2.

SOLUTION

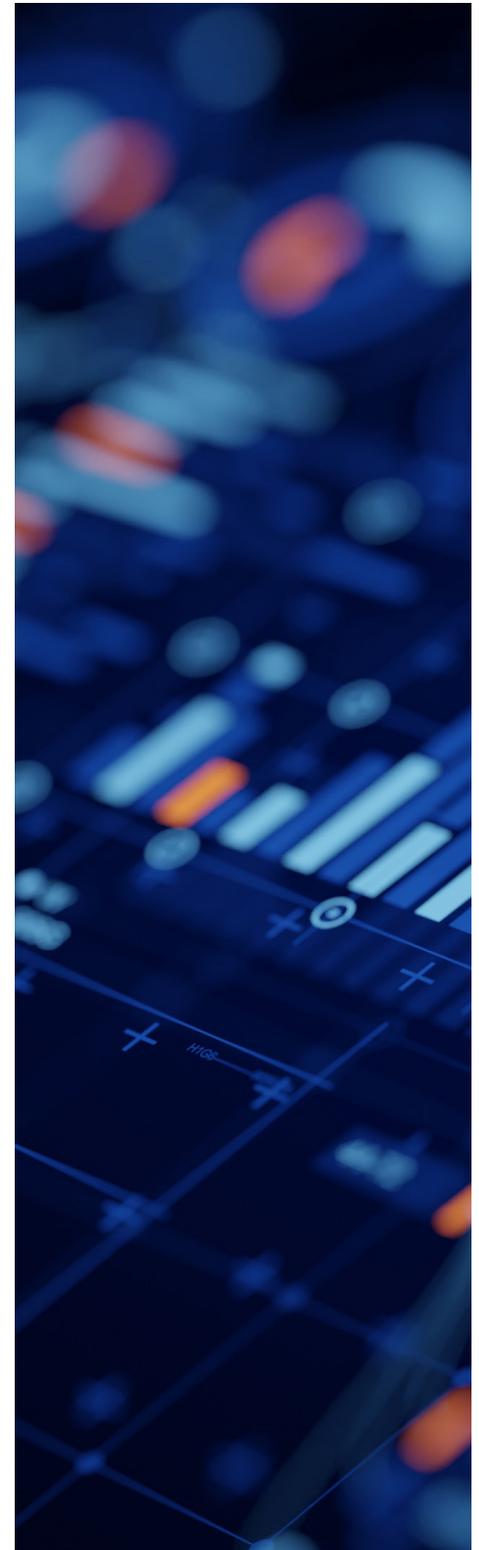
Go on the offensive with an IT audit

The team at Respell understood that the best approach to demonstrate to customers that they have an elevated and mature security posture would be to pursue an IT audit. A SOC 2 attestation would give confidence to stakeholders by delving into the security processes and best practices Respell has in place.

To move forward, the next step was for Respell to identify the auditor they'd use for their security review. Budget and resources were top of mind for Respell as they explored different options, but trust was the biggest factor in finding a reliable audit partner. The company already used the Vanta trust management platform to oversee its security compliance. Through Vanta, they learned of Advantage Partners' expertise in IT audits and their efficiently smooth audit process, which ultimately led them to become Respell's auditor of choice.

Advantage Partners provided Respell with a list outlining what the audit would look for and what the company did not need to provide. Respell still ran into some speed bumps as it got its internal team on board.

"We're such a small team. And a scrappy startup. Engineering was used to moving fast, and we had some basic processes in place, but now we had to focus on the small, important things to make sure our infrastructure was locked down and our security posture was top-class." said Rastovac. "So initially, we were all a bit nervous because all of a sudden we're changing gears on how we operate as a company day to day."



They relied heavily on Vanta and Advantage Partners to make sure they weren't missing anything before proceeding.

Once all the pieces were in place, Respell commenced their Type II audit in October of 2023 and wrapped up in January 2024; they received their SOC 2 report shortly after.



RESULTS

Reassured customers and a Sales advantage

By pairing Advantage Partners with the Vanta platform, the potentially time consuming initiative of achieving SOC 2 became a lot easier. Advantage Partners completed their audit procedures seamlessly and in a timely manner. By leveraging the Vanta platform as part of the audit process, the Respell team was able to understand the requirements asked of them and provide Advantage Partners with the requisite audit evidence. The Respell team had heard how cumbersome undergoing an IT audit would be, but with the help of Advantage Partners and Vanta their concerns were alleviated.

“We feel accomplished to have achieved SOC 2, and ready to maintain it.” said Rastovac. “This is what the Sales team has been waiting for. If customers are taking a look at us, they can see ‘okay, they are SOC 2 compliant, so there’s that extra layer of assurance.’ It’s definitely a massive benefit and important commitment for our company.”

Pursuing future SOC 2 audits with Advantage Partners is a no-brainer for the Respell team, as they know and trust that it will be a good experience.