

CUSTOMER CASE STUDY

Achieving ISO 27001 and 27002 Certification with ZenGRC

The Challenge

Meeting evolving InfoSec mandates, when starting nearly from scratch.

1. A new law required security certifications for digital service providers. The company had one year to achieve ISO 27001 and 27002 certification, a process that generally takes three years.
2. Historic practices would not pass muster for the ISO certification audit—and struggled to keep pace with the enterprise’s exploding growth.

Real-World Solutions

One of Reciprocity’s customers is a publicly-traded financial technology company. When it engaged Reciprocity, the company had over one million customers, and its products were in use in over 180 countries. It has over 2,500 employees and offices on four continents, but its products are cloud-based. The company’s software-as-a-service maintains hundreds of secure connections with financial institutions around the world. Given its industry and footprint, cybersecurity is paramount.

In 2018, a critical deadline loomed: a country where the enterprise operated enacted a law requiring security certifications for digital service providers. The company’s relevant frameworks, ISO 27001 and 27002, were complex and entailed a lengthy set of controls. Achieving those certifications often took three years—but this company only had one year.

With the clock ticking, the company’s security risk and audit team faced an uphill battle. The enterprise had never self-audited before and still tracked compliance efforts using spreadsheets. This manual approach wouldn’t earn certification—but it also wasn’t working well: the company’s exploding growth made it difficult to assess security controls.

The information security team knew they needed:

- A modernized approach to measuring and monitoring risk
- Simplified governance, risk, and compliance processes and documentation
- Smooth onboarding



“ZenGRC was instrumental in our ability to certify ISO on time and on budget.”

**Security Risk Team Lead,
International Financial
Software Company**

Exceeding Expectations

The team selected Reciprocity's ZenGRC because it didn't require a complicated deployment or extended learning curve. They appreciated its innovative, cloud-based approach and found it easy to set up and use. In just three weeks, the team was up to speed. And with just a few clicks, ZenGRC was ready to go.

After adopting ZenGRC, the company found:

- An easier audit process – Zen's user-friendly audit function enabled auditors to seamlessly request, receive, and review evidence of compliance
- Streamlined day-to-day GRC operations
 - No more losing staff time to creating, amending, sorting, and storing spreadsheets
 - Fewer opportunities for errors
 - Automated surveys to ease vendor due diligence
 - Single source of truth dashboards providing easy-to-understand visibility into risk postures

ZenGRC automated and integrated processes, making it easy to demonstrate compliance. With ZenGRC and Reciprocity's expert guidance, the company breezed through the ISO 27001 and 27002 audits. The company earned its needed certifications—in only six months.

Looking to the Future

ZenGRC's innovative platform set the stage for future gains. The company next turned to populating a mature risk register, then to incorporating SOC2 controls. With a unified ISO and SOC framework, the company can monitor risk and controls simultaneously.

Using ZenGRC means they don't have to start from scratch. Zen maps controls to multiple frameworks in its extensive library, which means the company can avoid duplication of effort and instead build on past successes.

And Zen's analytical capability ensured the team could keep pace with the company's booming business. It has since nearly doubled its customer base. Despite the greater footprint, Zen enabled analysis and trend-spotting—and freed up staff time to focus on more substantive tasks.

Key Results

- *From Zero to ISO Certification in only six months*
- *Efficiency gains: accomplishing more in less time*
- *InfoSec team keeping pace with business expansion*

“We’ve achieved all our compliance objectives. We’re in a really good compliance posture going forward.”

About Reciprocity

Reciprocity simplifies Information Security by connecting people, processes, and technology. Our innovative ZenGRC, is a cloud-based, enterprise-grade software solution that modernizes audit, vendor, and risk management. With streamlined processes, data-backed decision-making, and a safeguarded information environment, ZenGRC transforms governance, risk, and compliance from a burdensome expense to a strategic advantage.

Reciprocity is headquartered in San Francisco, CA, with offices in Europe and South America. To learn more, contact us at (877) 440-7971 or engage@reciprocitylabs.com.

