

## CASE STUDY

# Sensiba and Drata's Audit-Led Compliance Program

How ProxyLink achieved audit readiness and SOC 2 Type 1 with the support of Sensiba and Drata's Audit-Led Compliance Program.



## Challenge

For those beginning the SOC 2 journey for the first time, the process can be overwhelming as they consider different software vendors, auditors, and more. This was no different for John Walter from ProxyLink, who found navigating the vast array of options challenging.

After choosing Drata as their compliance platform, the ProxyLink team was introduced to Sensiba as the team's audit firm. "Having Sensiba integrated into the process was a necessary prerequisite for me choosing to become a customer of Drata," shared Walter.

## Overview

Every day, customers are delegating more customer support tickets to third parties (a.k.a. "proxies"). That's where ProxyLink comes in. As masters of third-party customer experience, they make this process more efficient and streamlined.

ProxyLink participated in Sensiba and Drata's Audit-Led Compliance Program to achieve its SOC 2 report. We sat down with John Walter, Founder and CEO at ProxyLink, to chat about his experience.

## Services

- ◆ SOC 2

## Solution

After meeting with Sensiba and Drata, it was clear that the Audit-Led Compliance Program was perfect for ProxyLink's needs. The program provides a step-by-step guide to the controls needed for SOC 2 and how to satisfy them, as well as upfront access to the audit team. Having these was a "game-changer" for ProxyLink.

The program made the high expectation for data security clear and provided a clear path that helped ProxyLink and Sensiba achieve the required tasks. "I truly felt like they (Sensiba) were by my side the whole time," Walter said.

## Result

By enrolling in the Sensiba and Drata Audit-Led Compliance Program, ProxyLink was able to complete audit readiness ahead of schedule, followed by its SOC 2 Type 1 report within deadlines.

"If you are going through this process, I recommend starting your journey by contacting Sensiba. I feel very lucky to have met them," said Walter.

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"I honestly don't know how a company going through SOC 2 for the first time can accomplish compliance on Drata without a consultant like Sensiba."

**John Walter**  
*Founder and CEO, ProxyLink*



## About Sensiba

Our risk assurance professionals help you identify, analyze, and manage potential risks. We collaborate with you to enhance the value of your business with customized risk models and experienced support.

Our flexible and pragmatic approach addresses your concerns efficiently and cost-effectively with solutions tailored to your specific needs.