

CASE STUDY

How Sensiba Enabled Seamless SOC 2 Compliance for Transcom Across 12 Global Sites

Unlocking Efficiency and Confidence Amidst Global Complexities.



Challenge

Transcom had a long history of experience in undergoing compliance audits and held certifications for ISO/IEC 27001 and PCI-DSS. Despite some of these past experiences being with larger audit firms, Transcom felt there was a misalignment during the audit process due to the lack of technology used and their team's way of working.

In 2022, client requirements drove the need for Transcom to complete a SOC 2 audit, which would need to cover 12 geographical sites and over 1,000 employees. After their previous experiences with large audit firms, Transcom made the decision to switch vendors for this particular audit. This was motivated by a desire for a more collaborative and technologically advanced partner.



“Working with Sensiba has been a smooth and overall very easy process.”

Resh Del

Global Security Director, Transcom

[Sensiba.com](https://sensiba.com)

Overview

Transcom provides digitally enhanced customer experience (CX) in customer care, sales, content moderation, and back office services to some of the world's most ambitious brands.

Transcom has more than 300 clients globally, and more than 33,000 employees working across 90 contact centers and work-at-home networks across 28 countries.

Follow their transformative journey in achieving SOC 2 compliance, across 12 of their geographical sites with over 1,000 employees by partnering with Sensiba.

Services

◆ SOC 2

Solution

Transcom highlighted the ease of onboarding with Sensiba, emphasizing the effectiveness and inherent value of the Readiness Assessment app, which provides a tailored view of your controls and any potential gaps. A process they had previously found other audit firms to charge for was provided for free by Sensiba.

As well as cost savings, Transcom also found Sensiba's Readiness Assessment to save them time. They were able to complete this assessment process in under 24 hours, in comparison to three days with other auditors.

With a vast scope covering 12 geographical sites, siloed sub-teams, and multilingual evidence, Sensiba's management of complexities proved commendable.

Leveraging technology for evidence review and accommodating different languages, the audit process remained smooth despite the inherent challenges. The assurance of having a consistent audit team further contributed to a streamlined engagement process.

Sensiba's flexibility and proactive communication played a pivotal role in meeting tight deadlines. Transcom acknowledged the team's responsiveness and the automatic confirmation of meeting timelines, a marked departure from the traditional request-based approach of other audit companies.

Result

Sensiba's collaboration with Transcom highlights the importance of a proactive, technologically advanced audit partner in navigating the complexities of global compliance standards.

By prioritizing collaboration, efficiency, and technological innovation, Transcom successfully navigated complexities and met challenging deadlines with confidence. Sensiba's agile approach, coupled with advanced solutions like the Readiness Assessment app, not only streamlined the audit process but also fostered a sense of assurance and trust.

Moving forward, Transcom's endorsement of Sensiba as their preferred audit partner underscores the value of this partnership in unlocking efficiency and confidence amidst complexities, positioning both parties for future success in meeting evolving compliance needs.



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.