

## @task Reduces Cost of SAS 70 Type II Audits More Than 50% for IT Organizations

*"@task allowed us to create a data trail, minimizing the time we spent in the actual audit, expediting a positive outcome, and saving the company more than 50% of the original estimated costs associated with the SAS 70 Type II audit."*

– **Otto Silva**  
Director of IT Ops

### How @task Can Benefit Software and Service Providers Undergoing a SAS 70 Audit

- Service Providers receive significant value from having a SAS 70 audit performed. A positive SAS 70 report differentiates service organization from the competition by demonstrating effectively designed control objectives and control activities are in place
- @task customers who commission their own SAS 70 audit will benefit from the streamlined audit compliance process, significantly lowering the cost and improving the likelihood of achieving SAS 70 certification
- A SAS 70 audit allows a service organization to have its control policies and procedures evaluated and tested by an independent party. **Using @task** minimizes the time, cost, and effort required to successfully complete the audit, and achieve certification
- The advantage to service vendors of SAS 70 certification is considerable, especially in terms of credibility and customer confidence

### Background

Today more than ever in the past, software and service providers must demonstrate they have adequate controls and safeguards in place when hosting or processing customer data. As a service provider, @task commissioned a SAS 70 Type II service audit in 2009. See how @task employed its own software solution to simplify the service audit process and successfully complete the audit process.

#### What is SAS 70?

SAS 70 (Statement on Auditing Standards No. 70: Service Organizations) is a statement guiding auditors when assessing the internal controls and governance practices of software and service organizations. The SAS 70 Type II audit reviews and monitors an organization's internal auditing controls over a six-month period of time, and results in a third-party service auditor's opinion as to whether the specific controls were operating effectively during the specific time period under review.

"SAS 70 certification is an extremely important proof point for evaluating to what degree a SaaS vendor utilizes best practices, proper governance, and security controls," stated Otto Silva, @task Director of IT.

*@task employed its own software solution to simplify the service audit process and successfully complete the SAS 70 Type II audit process.*

### @task Achieved SAS 70 Type II Certification and Saved More Than 50% on Cost

The @task SAS 70 audit that included an examination of internal controls for:

- IT Security
- Customer Service and Issue Management
- Human Resources

@task uses their own product to manage internal development, IT, marketing, professional services, HR, and other departmental projects throughout the organization. This enabled @task to provide service auditors with the data they required at a moments' notice, an advantage that any service provider using @task for project and portfolio management can employ to expedite their own SAS 70 certification audit. This cut down the auditor's hours on site significantly, resulting in a cost savings of more than 50% of the estimated cost of the audit.

By creating a central repository for information, @task generates an audit trail that allows software and service organizations to validate adherence to security, issue management, IT, and HR standards. @task facilitates inter- and cross-departmental visibility without the need for disparate software solutions or other non-integrated governance solutions, making a SAS 70 audit far less disruptive.

Service Providers receive significant value from having a SAS 70 audit performed. A positive SAS 70 report differentiates service organization from the competition by demonstrating effectively designed control objectives and control activities are in place. @task customers who commission their own SAS 70 audit will benefit from the streamlined audit compliance process, significantly lowering the cost and improving the likelihood of achieving SAS 70 certification.

The advantage to service vendors of SAS 70 certification is considerable, especially in terms of credibility and customer confidence.

## How the @task SAS 70 Type II Certification Benefits @task Users

- The SAS 70 audit report (which is available to @task customers upon request) gives users insight into the specifics of @task's control processes, and an independent assessment of whether the controls were suitably designed and are operating effectively
- @task users receive valuable information regarding @task's controls and the effectiveness of those controls
- Because compliance is top-of-mind for most business leaders, @task understand how important it is to provide a secure environment for customer's project information and processes
- A SAS 70 Type II certification offers @task customers peace of mind, and allows them to invest with confidence in @task's SaaS solution

### SAS 70 and the Sarbanes-Oxley Act of 2002

When the Sarbanes-Oxley Act (SOX) was introduced in 2002, it heightened the focus placed on understanding an organization's internal controls.

The Type II SAS 70 certification audit has been identified as the only acceptable method for a third party to audit those controls.

## @task—A Successful SAS 70 Audit

### Security Audit Success

@task enables the company's IT department to track and validate compliance to internal security standards. By automatically creating a daily ticket initiating review of server security logs, @task requires network administrators to validate the status of the on-demand servers. If an anomaly is detected, the administrator will create an issue that is subsequently tracked in @task all the way to resolution. An audit trail of every issue from identification to resolution is automatically generated and each step is tracked within the application, making it possible for the IT department to recognize, verify, resolve, or explain any potential security breach.

"We can verify how we resolve any security issue," says Otto Silva, Director of IT, @task. "We aren't forced to rely on email or any other fallible system. @task automatically tracks when an issue is identified, the time, who entered the issue, when it was resolved, by whom, and how. Most service companies don't have access to this type of log to verify that they comply with established standards during a SAS 70 audit."

### Professional Services Audit Success

The @task Professional Services department uses the company's software to track and address every customer-related issue, from the first phone call to the last step when an issue resolution is pushed live. All issues reported by customers, employees, or developers are submitted in @task and assigned by Quality Assurance to a developer, including specific steps to duplicate the problem. This eliminates the back-and-forth associated with email or other independent solutions.

"Using @task to log and track customer issues allows us to easily demonstrate compliance to our rigorous customer service standard," noted Silva. "If we were forced to rely on email or other manual solutions, the process would take much longer and there is the real possibility that issues could fall between the cracks. @task allows us to better respond to customer needs and validate that their issues are resolved."

*"Using @task allows us to create an audit trail from start to finish, minimizing the time we spend in an audit and expediting a positive outcome."*

### HR On-boarding Audit Success

When a new employee is hired, their information (name, department, etc.) is entered into @task to establish user privileges, etc. This allows @task HR personnel to ensure that upon arrival, all new employees have everything they need to do their job at their desk waiting for them. When an employee leaves @task, the process is reversed to recover their equipment and disable all accounts (network, email, etc.). @task also tracks where a former employee's email will be forwarded, to ensure customer-facing deliverables are not lost. This way, pending sales, quotes, and/or invoices are never overlooked. Most organizations do this through email, which is subject to loss and doesn't provide an audit trail. @task makes it possible for auditors to validate HR best practices for both new and exiting employees.

"The SAS 70 auditors need to verify that HR has an established procedure for tracking employee information—for both new and terminated employees," notes Silva. "Other companies might use email to do this, but @task does it within our own software, making verification of compliance a breeze."

## Summary

Using @task enables auditors to validate internal controls and governance practices, quickly and easily, allowing for a successful SAS 70 audit.

"Most organizations struggle with the auditing process, as collecting the staggering amount of information required by auditors is difficult, time-consuming, and disruptive," said Silva. "@task allowed us to create a data trail, minimizing the time we spent in the actual audit, expediting a positive outcome, and saving the company more than 50% of the original estimated costs associated with the audit."