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Case Study

SOC 2 (Type I & Type II) Readiness Support for a B2B Cloud Data Platform

Industry	B2B SaaS / Cloud Data Platform
Engagement Type	SOC 2 Type I Readiness followed by SOC 2 Type II Examination Support
Trust Services Criteria	Security, Availability, and Confidentiality
Framework Referenced	AICPA SOC 2 (Type I and Type II), Trust Services Criteria
Core Services Delivered	Readiness Gap Assessment, Policy & Control Documentation Support, Type I Preparation, Continuous Monitoring & Evidence Automation Guidance, Type II Examination Support

Executive Summary

For B2B SaaS companies handling customer data, a SOC 2 report has become one of the most widely requested forms of independent assurance, frequently required before enterprise customers will approve a vendor security review. Achieving SOC 2 requires demonstrating both the design and, for a Type II report, the sustained operating effectiveness of controls relevant to security, availability, and confidentiality.

A B2B cloud data platform engaged Woollemia Infosec to guide its organization through SOC 2 readiness, beginning with a Type I assessment of control design and progressing to a Type II examination evaluating control operation over a defined observation period, in order to satisfy enterprise customer procurement requirements.

Woollemia Infosec conducted a structured readiness gap assessment against the relevant Trust Services Criteria, supported the development of required policies and control documentation, helped implement continuous monitoring and evidence collection practices, and supported the client through both examination stages performed by its independent audit firm.

The engagement enabled the client to achieve SOC 2 Type I and, following a sustained control period, Type II reports, significantly reducing friction in enterprise sales cycles and strengthening customer trust.

Client Overview

The client operates a multi-tenant cloud data platform used by business customers to store, process, and analyze operational data. As its customer base expanded to include larger enterprise accounts, security and procurement teams on the customer side increasingly required a current SOC 2 report before completing vendor onboarding.

The organization's environment includes cloud infrastructure supporting multi-tenant data storage and processing, internal engineering and support tooling, and a growing internal team responsible for maintaining platform security and availability.

Prior to this engagement, the client had a range of security practices in place but had not formally documented policies, defined a control framework, or established consistent evidence collection aligned with the Trust Services Criteria.

Business Challenge

The client needed to achieve SOC 2 compliance within a defined timeline to unblock several enterprise sales opportunities, but had limited internal experience translating existing security practices into a formally documented and testable control framework.

The organization's policies and controls had developed informally as the engineering team grew, with inconsistent documentation and no established process for retaining evidence of control operation over time, which is a prerequisite for a Type II examination.

The client also needed to ensure that the resulting control framework could be sustained by a relatively small internal team without introducing excessive manual overhead into daily operations.

Our Understanding

Woollemia Infosec recognized that SOC 2 readiness is fundamentally about building a control environment the organization can operate continuously, not simply producing documentation for a single audit event.

Our team understood that for a growing SaaS company with a lean team, sustainable evidence collection and, where possible, automation of routine control evidence were essential to succeeding at Type II examination without overburdening engineering and operations staff.

Our Solution

Readiness Gap Assessment

Woollemia Infosec conducted a structured gap assessment comparing the client's existing security practices against the Security, Availability, and Confidentiality Trust Services Criteria, producing a prioritized remediation roadmap.

Policy and Control Documentation Support

Our consultants guided the development of core policies and procedures, including access control, change management, incident response, vendor management, and data classification, aligned with the applicable Trust Services Criteria.

Control Design and Implementation Guidance

The team supported implementation of technical and organizational controls identified during the gap assessment, including access review processes, logging and monitoring configuration, and secure development lifecycle practices.

Type I Readiness Support

Woollemia Infosec supported the client in preparing its system description and control documentation ahead of its Type I examination, confirming controls were suitably designed as of a specified date.

Continuous Monitoring and Evidence Automation Guidance

Recognizing the operational demands of a Type II examination period, our consultants advised on tooling and process changes to automate recurring evidence collection, such as access reviews and configuration monitoring, reducing ongoing manual effort.

Operating Effectiveness Testing Preparation

Ahead of the formal Type II observation period, our team conducted internal control walkthroughs and sample testing to identify inconsistencies in control operation, allowing the client to address gaps before the audit period began.

Type II Examination Support

Throughout the Type II observation period and subsequent audit fieldwork, Woollemia Infosec supported the client in coordinating with its independent audit firm, preparing requested evidence, and responding to auditor inquiries.

Business Value Delivered

The engagement enabled the client to achieve both SOC 2 Type I and, following a sustained control period, Type II reports, satisfying a key requirement in enterprise procurement processes and accelerating sales cycles.

The organization gained a documented, operable control framework that reduced the time spent responding to individual customer security questionnaires and streamlined future audit cycles.

By focusing on sustainable, partially automated evidence collection, the client was able to maintain its control environment without significantly increasing the operational burden on its engineering team.

Why Woollemia Infosec

Woollemia Infosec supports SaaS organizations through the complete SOC 2 journey, from initial readiness assessment through Type I and Type II examination support, with a focus on building controls that are genuinely sustainable for lean, fast-moving teams.

Rather than imposing a one-size-fits-all framework, we tailor control design to the client's actual technology stack, team size, and growth trajectory.

Conclusion

This representative engagement demonstrates Woollemia Infosec's ability to guide B2B SaaS organizations through SOC 2 Type I and Type II readiness in a practical, business-aligned manner.

By supporting policy development, control implementation, evidence automation, and examination coordination, we helped the client achieve SOC 2 compliance and strengthen its position with security-conscious enterprise customers.