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BANK Turns to CLIENT SOFTWARE to Pass a SOC Audit on a Tight Deadline

“Our user review process was so manual. It would take our team a lot of time to get it done.” Rhonda Davis, Vice President of Operations at BANK says that permission reviews have long posed a challenge.

Davis’s team at BANK had to review permissions annually for as many as twenty-seven separate applications, including Fiserv Signature, Ellie Mae Encompass, FIS TrustDesk, Fiserv Nautilus, Finastra Credit Quest, Fiserv Prologue, and various custom software. “Our team didn’t even have to gather the data, we just had to review what was given to us, and it still took one or two full work days to review.”

The length of time involved wasn’t the only problem. Davis says the headaches included “the amount of paper. Getting clarification on what things mean. And then actually manually writing on the paper what needed to be changed. Then we gave the paper back to the ISO. Then he dispersed it out to IT and coordinated what needed to be changed. It was ugly.”

Davis had a tight deadline to meet for an upcoming SOC audit, and she knew that she had to find a better way to review permissions. “From a SOC perspective, every change we make, we have to document --who changed it, when they changed it, and it all has to be in electronic form,” says Davis. Finding an automated solution “was the only way possible we were going to meet our deadline.”

BANK implemented CLIENT SOFTWARE and saw an immediate benefit. “We were able to complete permission reviews for the SOC audit in a quick time frame,” says Davis. Instead of days, permission reviews “only take an hour or two,” according to Health Savings Account Operations Manager Cindy Smith.

BANK Software Business Analyst Craig Olson says that the auditors noticed the difference. “We were able to give the auditors exactly what they needed and even more than they asked for, which they thought was pretty cool. Having the data from CLIENT SOFTWARE made the audit far less stressful than it has been in the past. The SOC auditors were more than satisfied with the amount of evidence we provided.”

Passing SOC audits isn’t the only benefit BANK sees in using CLIENT SOFTWARE. “There is opportunity for improvement internally in terms of what we are reviewing,” says Smith about increasing the scope of review items and improving the audit process. Olson appreciates having more comprehensive information about user permissions. “It was nice that we had a consolidated view of all the permissions. We are considering doing reviews more frequently now that we have the tools in place.”

“CLIENT SOFTWARE was efficient and easy to use,” says Smith. Davis agrees. “Hands down, it’s much more efficient. I would recommend it to other banks who will be going through the SOC audit process.”

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