

The image features a large, glowing blue digital globe on the left side. The globe is composed of a grid of points and lines, with a central shield icon containing a keyhole. The shield is also made of a network of points and lines. The background is dark blue with various network-related icons like people, clouds, and data points scattered across it.

ControlScan

 suralink

CASE STUDY

# Protecting Businesses from Cyber Crime and Data Theft





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## THE COMPANY: PROTECTING BUSINESSES FROM CYBER CRIME AND DATA THEFT

ControlScan provides managed security and compliance solutions to help secure IT networks and protect payment card data. Founded in 2005, ControlScan partners with thousands of businesses throughout the U.S. and Canada to provide easy, cost-effective access to the expertise, technologies and services that keep cyber criminals and data thieves at bay.

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## THE CHALLENGE: PROLIFERATING PAPERWORK DURING AN AUDIT

In today's privacy and security focused world, compliance audits are more critical than ever. But the truth remains that no one really enjoys being audited, especially with the number of precise and exacting criteria required to achieve compliance with an industry or government standard.

It's virtually impossible to stay on top of that criteria without some outside expertise—which is where ControlScan comes in. ControlScan provides professional security and compliance management services for mid-market and enterprise companies while making audits, testing, and compliance as painless as possible.

As part of this process, clients are required to provide dozens, if not hundreds, of documents, from a network diagram to proof of log monitoring and data integrity management, and everything in between.

For ControlScan security consultants, managing these large quantities of documentation was time-consuming and frustrating. They were using a file sharing solution that relied on clients uploading documents to the right folder and notifying the consultant that they had done so. Needless to say, keeping track of those documents, understanding what percentage of information was ready and what still needed to be provided, and communicating back and forth, created challenges and delays throughout the entire process.

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## THE SOLUTION: CHOOSING SURALINK'S LEADING TECHNOLOGY AND MARKET DIFFERENTIATING SUPPORT

In an effort to streamline the document sharing and tracking process, ControlScan began looking for an automated software solution. "I had an initiative to get rid of spreadsheets," says Marc Punzirudu, VP, Security Consulting Services at ControlScan. "When every consultant is using individual spreadsheets and working with three to five clients at a time, there is just too much paperwork to juggle."

ControlScan had a defined list of requirements that the software needed to meet, including having a single place to:

- **View activity and see how projects are progressing**
- **Know when a report is uploaded or downloaded**
- **Understand how active clients are with the engagement**
- **Approve and reject evidence**
- **Communicate comments back and forth**
- **Supply the audit deliverable via a reporting module**

Professional services are also notoriously difficult to manage at scale. ControlScan needed a way to make each consultant more effective and efficient.

"Suralink is a happy medium between what we were doing manually and a GRC solution that would be too cumbersome and a lot more effort, not to mention a lot more expensive," says Punzirudu.

After choosing Suralink, the implementation, adoption, and support have all been seamless. "Adoption has been good," says Punzirudu. "More importantly, clients have liked it better than what we were doing in the past."

Punzirudu tells the story of how he had an issue on a Friday evening at 6 p.m. Something on the backend wasn't working correctly, and it was blocking them from completing an engagement. "We had a hiccup one night, but I called late on a Friday and they had it fixed within 15 minutes."

Says Punzirudu, "Our issue was resolved very quickly. I'd say that their support is one of their strongest market differentiators."





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On average, Suralink saves ControlScan three hours per engagement and reduces the management overhead by 20%—no small savings across the hundreds of engagements ControlScan completes each year.

**Marc Punzirudu**

VP, Security Consulting Services

ControlScan

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## THE RESULTS: SAVING TIME AND REDUCING MANAGEMENT OVERHEAD

ControlScan has been using Suralink since August of 2019. In that time, they have seen an increase in both the amount of visibility they have into engagements and the overall efficiency of their consultants.

On average, Suralink saves ControlScan three hours per engagement and reduces the management overhead by 20%—no small savings across the hundreds of engagements ControlScan completes each year.

Before Suralink, ControlScan lacked a central place to view the data on their engagement. Now, with Suralink's advanced dashboards and reports, they can see exactly what is left to be done. "If a client hasn't uploaded in three weeks, I can see that and approach them about it. It has really helped from the management perspective and just allowing us to following up more effectively," says Punzirudu.

"It has enabled greater visibility for us, and that's the biggest value add," says Punzirudu.

Suralink has been so effective, ControlScan also uses Suralink for custom vendor questionnaires, cybersecurity due diligence, and more. ControlScan also has plans to use it internally as a mechanism to track ongoing compliance and assign tasks to employees over the course of the year.





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**THE CONCLUSION:**  
IMPROVING  
EFFICIENCY AND  
GAINING BETTER  
VISIBILITY

ControlScan needed a way to be able to scale their consulting services and to be more effective. “Suralink was the answer to that,” says Punzirudu. “It allowed us to get rid of our spreadsheets and be more efficient overall.”





Suralink is the leader in request list and document management, helping businesses simplify the document exchange process while improving the client experience.

The company's cloud-based application integrates a dynamic request list and assignment workflow solution with a secure file hosting platform to serve as a single location for client interaction. Suralink's technology, combined with its industry expertise, helps more than 450 clients in North America and the UK ensure security, simplicity, transparency, and accountability throughout the document exchange process.

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