

Arista|MD



AristaMD Accelerates Speed to SOC 2 Audit Success by 30% with Ostendio

Hours of manual evidence collection using a file share system led AristaMD, a digital health company specializing in eConsultation and referral management tools, to seek out a solution that would save them time on SOC 2 audit preparation. When they turned to Ostendio, they were able to accelerate their SOC 2 audit 30% faster, eliminating hours of manual preparation and improving auditor collaboration.



ARISTAMD

Overview



Challenges

- **File system:** Using a file share system, resulting in manual evidence collection that is difficult to retrieve and share with external assessors
- **Wasted time:** Spending hours on compliance audits due to back and forth with auditors
- **Security:** Needed to optimize security process with repeatability, easier user acknowledgement, and streamlined training

Solutions

- **Software:** Always-on software with built-in training, documentation and asset management requiring user acknowledgement
- **Collaboration:** Access to Auditor Connect to promote a collaborative environment between AristaMD and vetted auditors
- **Compliance:** Repeatable compliance audits using templates and crosswalk assessments

Results

- **Time savings:** 30% time savings on annual SOC 2 Type 2
- **Quality:** Increased quality of SOC 2 audit, while driving efficiencies and creating a repeatable process for regulatory audits
- **Time management :** Less in-house labor required for SOC 2 preparation, increasing time spent focusing on DevOps

Challenges



In search of a solution that enabled a repeatable process for SOC 2 and regulatory audit preparation while addressing the painstaking hours of evidence collection

AristaMD, a digital healthcare company specializing in care transition solutions, including referral management and physician-to-physician electronic consultations, was starting to scale its solutions rapidly across the country when it recognized the need for a robust solution on which to manage its security program. This solution ultimately needed to streamline the company's SOC 2 audit readiness and regulatory compliance efforts.

AristaMD sought out a solution that could tie all of its security must-haves into one platform to replace the inefficient and time-consuming process of using a disparate file share system.



There was no question that we needed more automation and controls around the process.

- LARRY LUDENSKY

Welldoc

Nathlich said training, acknowledgment and ease of collaboration with external auditors for the company's SOC 2 Type 2 were the driving factors that influenced AristaMD to choose Ostendio.

Solutions



An always-on platform and security experts that serve as an extension of AristaMD's compliance team

As a first order of business, Ostendio worked closely with AristaMD to identify A-LIGN, an auditor that was not only reputable in their field, but also familiar with the Ostendio platform, to drive further efficiencies in the process of requesting and sharing relevant security and compliance information.

From the beginning, Ostendio was instrumental in helping AristaMD not only pass the SOC 2 audit for the last three years, but also streamline audit preparation.

"Ostendio helped us during every step of the process - setting up policies and procedures, as well as finding a good assessor that would work with Ostendio," Nathlich said. "We used Ostendio to collaborate during the external assessment and review the evidence of SOC 2 implementation."

Nathlich attributes the efficiencies and ease of completing their SOC 2 audit to being able to easily track user training and policy acknowledgment.

"Ostendio was helpful with training," he said. "They've connected AristaMD with KnowBe4, which allowed us to administer and track the training that our users complete during onboarding, and the annually." Nathlich is able to easily track the entire organization's training progress and tie everything back to AristaMD's SOC 2 controls.

Results

AristaMD saves 30% of time spent preparing for its SOC 2 Type 2, while enhancing the quality of the company's audits

AristaMD reduced their SOC 2 preparation time significantly with the use of Ostendio. Now that AristaMD can easily collaborate with A-LIGN within the Ostendio platform and reduce the need to manually compile and demonstrate evidence, Nathlich attributes at least a 30% savings of time and related costs to prepare for a SOC 2 audit.

A process that once required hours to prepare and assign evidence is now streamlined, and has made subsequent decisions more predictable and stress-free. As a result, Nathlich can now devote more time to DevOps while maintaining confidence in the audit results.

"My team is responsible for security and infrastructure, as well as compliance. For us to be able to handle the breadth of all those disciplines wouldn't be possible without the kind of efficiencies we get out of Ostendio," Nathlich said.

Beyond completing the SOC 2, AristaMD also works with Ostendio Professional Services to complete other risk exercises and framework preparation, including completing a Business Continuity Plan and HITRUST readiness. Ostendio's Crosswalk functionality and Ostendio's engagement in these processes have further increased efficiencies and created less redundant tasks for the organization.

While Ostendio has significantly helped speed up AristaMD's SOC 2 and other compliance audits, Nathlich says he's confident that the integrity of its reports remains intact.

"When you have a hosted collaborative process, you learn more about it, you have a better idea of what's going on, you understand what controls are there and what they're there for," Nathlich said.

Ostendio has also brought certainty and confidence to AristaMD's SOC 2 completion and recommends the platform to any organization that wants to justify its SOC 2 or regulatory compliance.

Results Continued



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- KIM HANSEN

CTO, 2Morrow

According to Nathlich, Ostendio's platform just adds a unique level of care to compliance and security.

"If you need to justify your compliance, if you actually need to work with potential clients and customers and communicate that you understand the guts behind the compliance, as well as doing it in spirit, instead of just talking the talk, then you need an actual toolset and a platform like Ostendio's Ostendio."

Leave Nothing to Chance.

Ostendio is the only risk management platform that strengthens your business operations, supply chain, and everyone you rely on with continuous security that is always on and always advancing. With layers of protection that provide critical support for your unique risk domains, Ostendio gives your people the unprecedented power of dimensional security.

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Arista|MD



About AristaMD

AristaMD's care transition solutions, including eConsult and referral management tools, empowers providers to conduct electronic physician-to-physician consultations, facilitates the selection and scheduling of in-person specialist visits, triggers automatic follow-up activities critical to patient care, and schedules peer-to-peer reviews for insurance authorization.

Electronic referral management and eConsults significantly improve the patient referral process and deliver greater access to timely, equitable, high-quality care.

11-50

Number of employees

San Diego, CA

HQ Location

2014

Year established

Healthcare

Industry

**SOC, HIPAA,
HITRUST**

Frameworks

2017

Ostendio customer since