



CASE STUDY

How OutSystems Uses Hyperproof to Scale Compliance Operations

FRAMEWORKS

SOC 2® + HIPAA // SOC 1 // PCI DSS // ISO 27001: 2022 // ISO 27017 // ISO 27018 // ISO 22301 // ISO 9001



Platform-as-a-service - Software development
Headquartered in Lisbon, Portugal; 14 offices worldwide

OutSystems is the leading AI-powered low-code development platform trusted by thousands of customers worldwide. The platform empowers CEOs, management teams, and technology leaders to build mission-critical applications and agentic systems that grow revenue, streamline operations, and deliver exactly what businesses need. Founded in 2001, the company's network spans more than 60 million end users, over 500 partners, and active customers in 75+ countries across 20+ industries.



PRODUCTS USED

- Comply
- Mitigate
- Vendor

Why they love Hyperproof

9

frameworks managed with 1.5 FTE headcount

100+

hours saved on evidence collection

12

audits unified into a single assessment experience with one partner

9+

months and hundreds of hours of audit support time saved

The Challenge

✖ Too much time spent on completing audits

Casey Greenstreet manages a team of four at OutSystems who are responsible for the company's GRC initiatives. As their compliance program matured, Greenstreet's team was navigating an increasingly crowded landscape of audits and frameworks. The OutSystems team needed to manage multiple ISO reports, several PCI DSS and SOC assessments, and requests to adopt new standards. What began as a few required reports quickly snowballed into a complex and growing GRC portfolio. "The whole year was audit, audit, audit," Greenstreet says. With a team of four, Greenstreet saw that her team was solely focused on creating reports and preparing for audits instead of focusing on more strategic tasks.

✖ Aligning compliance efforts with business strategy at scale

The real challenge, however, wasn't just the volume. As Greenstreet explains, "We have to evaluate every single request that we get, but getting alignment with the sales team and the people impacted by the audit is the most difficult part." With requests often driven by the strongest demands or shifting customer needs, the team had to remain agnostic and treat each framework as a strategic lever for revenue growth. Achieving this required not only carefully evaluating each request but also building strong relationships across the organization.

✖ Scaling certifications to grow globally

In a global company, more certifications have an immediate impact on the bottom line. As OutSystems expanded internationally and took on more product lines, customer demands for region-specific and industry-specific certifications surged. Meeting these needs posed a significant challenge for the lean compliance team, especially with limited resources and a growing volume of overlapping frameworks. Without a centralized way to manage shared requirements across assessments, new certifications were too manual, requiring fresh effort to collect artifacts, manage tasks, and coordinate stakeholders. The team needed a way to scale its program efficiently, reduce duplicated work, and respond quickly to market demands, without burning out internal teams or dramatically increasing headcount.

✖ Too many auditors in too many places

Working with different audit firms for various assessments often meant repeating the same walkthroughs, sharing identical artifacts multiple times, and navigating disjointed timelines. Without a single source of truth, the team struggled to maintain visibility, assign responsibilities effectively, and streamline work across multiple frameworks. By shifting to one auditor and collaborating fully in Hyperproof, OutSystems now manages all assessments in one centralized platform, enabling the auditor to access evidence, progress updates, and documentation directly. This integrated approach has significantly reduced duplicate requests, improved coordination across teams, and brought newfound efficiency to their complex compliance operations. "I'm smarter than just checking the box on compliance all the time," Greenstreet says.

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The number of kudos that my team got for the first time – probably in its lifetime – was due to leveraging Hyperproof and integrating audits.”



CASEY GREENSTREET
Security Assurance Director, OutSystems, Inc.

The Solution



Condensing audits and maximizing efficiency

OutSystems set out to radically streamline their fragmented audit processes by leveraging Hyperproof as their centralized GRC hub. They cross-mapped overlapping frameworks and unified control mappings within Hyperproof to reduce duplication and manual effort. **What had previously been 12 separate audits conducted by five different firms was successfully condensed into a single, integrated audit sprint with one auditor.** This transformation was made possible by aligning audit schedules, harmonizing information request lists, and centralizing evidence management within Hyperproof. The result: more than nine months of audit time saved, fewer disruptions to the business, and a scalable, repeatable compliance model that allows the team to focus on strategic growth.



Achieving enterprise-scale compliance with a lean team

Despite managing a complex compliance portfolio that included multiple SOC 2® reports, one SOC 1 report, two PCI DSS frameworks, two HIPAA standards, and four ISO certifications, the OutSystems team completed their integrated audit effort with the equivalent hours of 1.5 full-time employees. This remarkable efficiency was made possible by leveraging Hyperproof as an extension of their team. With all evidence, tasks, and frameworks centralized in one platform, Hyperproof eliminated the chaos of scattered systems and duplicate work. Greenstreet describes Hyperproof as “like a person” on the team, always available, always organized, and always audit-ready. By giving their small team powerful infrastructure and automation, OutSystems demonstrated how even a limited headcount can drive enterprise-grade compliance at scale.



Reusing evidence across frameworks

With significant overlap across frameworks like SOC 2®, ISO 27001, and PCI DSS, OutSystems leveraged Hyperproof’s control mapping and evidence reuse capabilities to streamline audit preparation. For example, change management documentation provided for SOC 2® could be reused for ISO 27001 without duplication. Rather than tracking down the same artifact multiple times for different assessments, the team pointed auditors directly to previously submitted evidence within the platform. This ability to reference and reuse artifacts across frameworks drastically reduced time spent gathering materials, minimized internal disruption, and helped the team complete complex audits within an aggressive timeline, all without sacrificing quality.



The ability to reuse evidence across multiple frameworks saved so much time and energy. Stakeholders were thrilled about how much time they saved.



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Security Assurance Director,
OutSystems, Inc.



Earning recognition through operational excellence

After years of heavy compliance workloads going unnoticed, the OutSystems team finally earned company-wide recognition for their efforts thanks to the transformation enabled by Hyperproof. By integrating audits, reducing duplicative work, and streamlining evidence collection, the team not only improved outcomes but also improved perceptions. For the first time, stakeholders across the business acknowledged the audit and compliance function with praise and appreciation. Hyperproof helped bring the team the structure and visibility they needed to operate more efficiently and proactively, turning work that was once sometimes seen as a burden into a trusted and respected business partner.

Building a culture of continuous compliance

What began as a tactical tool to manage audits has evolved into a foundational part of OutSystems' compliance culture. With global teams, multiple product lines, and thousands of employees, maintaining alignment was once a major challenge. Today, Hyperproof is embedded in day-to-day operations, driving recurring tasks, automating reminders, and supporting coordination across product and regional teams. The platform has enabled the shift from reactive audit cycles to proactive, ongoing compliance operations. While OutSystems is still expanding its use of the advanced automation and integrations the platform offers, Hyperproof has already become part of the company's everyday language, a trusted system that supports accountability and scale as the compliance program matures. "We are all in, and everyone at the company knows Hyperproof," Greenstreet says.

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We're just scratching the surface. We plan on using every element of Hyperproof. It's a platform we're all in on.”



outsystems



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