

Online Business Systems Collaborates and Automates to Cruise Through Engagements

TCT PORTAL SAVES TIME AND IMPROVES REPORTING WITH REAL-TIME COMPLIANCE COLLABORATION SOFTWARE

At a Glance

CUSTOMER'S BUSINESS:

Digital transformation and cybersecurity consultancy

OPPORTUNITY:

Online Business Systems (Online) was wasting hundreds of man-hours each year performing manual functions throughout their compliance engagements. They struggled to find a solution that promoted a smooth workflow for their assessments. Engagements were too complicated and collaboration was a challenge.

SOLUTION:

TCT Portal compliance software

RESULTS:

Hundreds of man-hours recovered, improved workflows and team collaboration, easier reporting.

Founded in 1986, Online Business Systems (Online) helps companies improve their business processes by providing consulting and compliance assessments to enterprise organizations. Their clients represent a broad range of sectors, including finance, retail, hospitality, healthcare, energy, and agribusiness.

Online's certified qualified security assessors (QSAs) have performed hundreds of payment card industry (PCI) assessments and PCI gap assessments. Yet, they were feeling stymied by the tools they were using to run compliance engagements.

The Challenge

Online Business Systems was using spreadsheets and Word documents to manage and track their compliance engagements with clients. They took notes in Microsoft Excel then manually and painstakingly transferred them into Word to create the report. Often, that meant scrolling through the document to determine which requirements were still outstanding. There was constant checking and rechecking to be sure all the boxes were checked.

Online's Director of PCI Services, Sherri Collis said, "What our assessors really wanted was a way to take their notes—and, as a process of taking their notes, be able to have the notes generate the actual final report."

More than anything, Online's assessors wanted to streamline the compliance assessment process. That became especially challenging when an engagement required multiple assessors. Excel and Word don't play well when you have multiple people who need access to the same file at the same time.

"It's hard to know where you really stand," Sherri said. "How do you know you're ready for QA, and which version of the document is the right one?"

From time to time, Online's development team tried to write an application that would help them streamline their compliance engagements, but they couldn't make it work over the long term. The program always required too much maintenance and ongoing updates. "Maybe it's great today," Sherri said, "but it won't be great when the next version of the standard is released. These home-grown tools will become deprecated tools because you don't have dedicated staff who are able to stop doing their job to update these programs."

Online's homegrown efforts proved to be a waste of time and internal resources.

The Solution

In 2015, Online Business Systems decided it was time to find a third-party solution that could make client engagements flow smoothly, and produce a final deliverable without great effort.

Sherri was part of the initiative to evaluate the solutions that were being considered. "Someone we knew recommended that we look at this tool," she said. "We'd been contacted by so many people to look at their tools, and they were all blending together. But we stopped to look at TCT Portal because it had been developed by people who had lived in the compliance space. We thought this wouldn't be just a developer, it would be somebody who understood the work that had to be done."

Sherri tried TCT Portal compliance software and quickly saw that it worked well. It produced a deliverable without a lot of manual work, and it had the functionality they were looking for. "When I tested the tool, I was able to do my job more effectively than before," Sherri said.

The Results

STATUS AT A GLANCE

With TCT Portal, Online's assessors instantly know the real-time status of each engagement, and they have clear visibility across all their engagements. Assessors are adapting internal processes to use TCT for assigning multiple people to a project. "Workflow has been awesome," Sherri said. "We can have a requirement go from the assessor's queue to QA's queue, then to completion or back to the assessor for revisions."

IMPRESSIVE TIME SAVINGS

TCT Portal easily handles multiple users at the same time. An assessor can assign one set of requirements to QA while still working on another set. Bottlenecking is eliminated, because you don't have to wait for one phase to be complete before you start the next phase. It takes days off the end of the assessment, getting the report back to the client more quickly.

"TCT has been an enabler for us to more effectively collaborate on engagements with other team members," Sherri said. "With TCT, we can perform some checks and functions within seconds, versus 30 minutes to an hour."

EASIER REPORTING

Manually transferring notes from Excel to Word is a thing of the past. TCT Portal handles the heavy lifting for Online's assessors, grabbing all of their notes and generating a fully formatted report on compliance (ROC) in no time.

TCT Portal uses automation to create the actual ROC. "It's one thing to have a tool that lets you capture notes and information," Sherri said, "but to actually produce the reporting in the exact format that you need for the council was a big deal for us."

CUSTOMER-FIRST SERVICE

While TCT's compliance software stood out from the crowd for Online Business Systems, the customer service was out of this world. "TCT's team is unique," Sherri said. "They are extremely responsive. This company walks their talk."

TCT is obsessive about making things better and making sure Online's assessors have everything they need to be successful—including new software features. "I have worked with them at two o'clock in the morning," Sherri said. "They're continually making their product better for us. They've been an awesome partner, and it feels as though they are just an extension of our team."

So what kind of ROI can you reasonably expect from TCT Portal?

LET'S BREAK IT DOWN.

Let's say that your existing assessment process with a client takes a total of 200 hours at \$30,000 per engagement, and that you're paying auditors \$55 per hour. As an auditor, leveraging the TCT Portal costs \$50 per month for each engagement. When you do the math, TCT Portal pays for itself if it reduces each engagement by just 11 hours—that's a 3.7 percent time savings. If TCT Portal can cut your inefficiencies by even four percent, you're increasing your profitability.

Activity	% of Overall Engagement	Engagement Time Without TCT Portal	Engagement Time with TCT Portal	% Savings
Customer onboarding	5%	10	6	40%
Active engagement	20%	40	35	13%
Data collection	45%	90	60	33%
Onsite	10%	20	16	20%
QA	10%	20	16	20%
Report writing/ generation	10%	20	16	20%
Total	100%	200	149	25%

Run the numbers for your company:

<https://totalcompliancetracking.com/roi-of-tct-portal-assessment-firms/>

About Total Compliance Tracking

Total Compliance Tracking is dedicated to making sense out of the compliance chaos. We help companies improve the operational efficiency of managing complex compliance environments so you can refocus your precious resources back on the core work of running your business.

The TCT Portal connects the dots between all of your internal resources, external auditing firms, and vendors to make sure each and every engagement requirement is completed in a cohesive, coordinated manner.

WE'VE BEEN THERE

Total Compliance Tracking was born from first-hand experience with complex compliance engagements from every perspective. It didn't take long to realize the need for a dramatic and disruptive improvement to managing compliance engagements for operational efficiency.

The TCT platform incorporates our depth of expertise in managing compliance engagements, working with auditing firms and IT staff, oversight of infrastructure, development, change control, SDLC, and every other nuance of IT related experience you can imagine.

We've battle-hardened TCT through hundreds of engagements, led by our own team, our clients, and auditing firms who use the TCT platform with their own clients.

WE'RE HERE TO HELP

We're here to make it easier for you to take the pain out of compliance management, and maintain a proactive stance towards compliance. How can we help you?



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