



A ISO 27001 Under Pressure A Strategic Win for the MSP and Their Client

Introduction

When a client's biggest contract is on the line, every decision matters. For one mid-sized MSP, that meant **navigating a high-stakes compliance demand that could make or break their client's future**. The largest enterprise customer of their B2B SaaS client had given a hard deadline: "Get ISO 27001 certified, or lose the contract."

The pressure was intense. The client had no internal compliance program, limited documentation, and no prior experience with ISO 27001. The MSP knew they needed to deliver a compliance win quickly but without derailing their own technical operations. That's when they brought in Compliance Scorecard to guide the process from start to finish.

Get to Know the Client

The **MSP**, known for its strong technical expertise and long-term client relationships, **served as the outsourced IT department for a growing B2B SaaS provider**. This SaaS provider catered to enterprise customers with **strict security and compliance expectations; relationships that were critical to its growth strategy**. While technically sound, the client lacked a formal compliance framework, leaving them vulnerable when customers raised regulatory or certification demands.

*We looked like
rockstars. Compliance
Scorecard did the
heavy lifting, and we
came out on top with
the client and their
biggest customer.*

The Challenge

The customer's requirement was non-negotiable: achieve ISO 27001 certification on an aggressive timeline or face losing the contract. The SaaS provider's team was lean, with no internal compliance expertise, no established ISMS (Information Security Management System), and minimal documentation.

The MSP faced **a dual challenge: help their client meet the certification deadline while continuing to deliver day-to-day IT services without disruption or resource strain.**

Choosing Compliance Scorecard

The MSP needed **a partner that could own the compliance process end-to-end, bring deep ISO 27001 expertise, and work seamlessly alongside their technical team.** Compliance Scorecard had a proven track record of helping MSPs deliver complex compliance outcomes without overburdening internal staff. Our **ability to manage the compliance strategy, documentation, and audit readiness** allowed the MSP to remain focused on technical delivery while we drove the certification process forward.

Certification Without Compromise

Compliance Scorecard stepped in as the strategic compliance partner, managing the entire ISO 27001 readiness program and ensuring every control aligned with business operations. We delivered:

- A **fully mapped readiness program** aligned with Annex A controls.
- Comprehensive **risk assessment, Statement of Applicability, and all required policies and procedures.**
- **Operational guidance** to embed controls into existing workflows.
- Oversight of readiness milestones, audit preparation, and ISMS role assignments.

The MSP executed flawlessly on the technical side, implementing firewalls, endpoint protection, backups, and access controls, while leveraging our strategic framework to ensure every technical decision supported compliance objectives.

Conclusion

The **result was a seamless, on-time ISO 27001 certification audit—passed without delays** or nonconformities. The SaaS provider not only **retained its largest contract, but also reinforced its credibility** with other enterprise prospects. This certification instantly became a differentiator in competitive bids, signaling to the market that the **provider could meet the highest security and compliance standards.**

For the MSP, the win went far beyond this single engagement. By partnering with Compliance Scorecard, they demonstrated their ability to deliver strategic compliance outcomes without compromising technical service delivery. The process showcased the power of **combining their technical expertise with our compliance program management, creating a repeatable delivery model they could leverage for future clients** facing similar pressures.

This project also **deepened trust** between the MSP and the client. Having navigated a high-stakes, high-pressure situation together, the relationship evolved from purely technical support to a strategic partnership with broader influence on the client's long-term business strategy. **Both organizations emerged stronger**, one equipped with a globally recognized certification and a fortified market position, the other with a proven compliance delivery playbook that opens doors to new revenue opportunities and long-term client retention.

Want to see how Compliance Scorecard can help you?

Compliance Scorecard empowers MSPs to operationalize compliance. With our product and peer-group solutions, you can turn compliance management into a strategic practice that drives business growth. Join a Live Demo and see the game-changing impact for yourself.



Compliance Scorecard

Compliance Scorecard is a leading provider of Compliance-as-a-Service (CaaS) solutions for Managed Service Providers. Created by an MSP for MSPs, we streamline compliance operations for MSPs, turning compliance management into a strategic practice that allows MSPs to scale. Offering both product and peer-group solutions, our combination of expertise, support, and product put us in a unique position to help MSPs across the globe master any challenge related to GRC (Governance, Risk and Compliance). Compliance Scorecard is the compliance toolkit every MSP needs to check every box with ease.

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