



A SOC2 Success Turning a Risk Into a Revenue Generator

This year's report is a game changer & we're finally able to use SOC2 as a sales tool, not just a checkbox.

Introduction

When a SOC2 report comes back with a qualified opinion, the impact can be devastating to client trust and sales momentum. For this managed service provider (MSP), their **previous audit not only failed to deliver a clean opinion, it left them with a document they couldn't confidently share**. To make matters worse, the **audit scope was limited to their co-location facility, leaving their core MSP services completely unaddressed**.

With high-value clients in regulated industries and growth opportunities at stake, the MSP needed a fresh start. Compliance Scorecard stepped in to help turn an audit setback into a business win.

Get to Know the Client

A **managed service provider offering IT co-location and security services** to mid-market clients in regulated industries. While technically strong, their compliance program lagged behind the quality and breadth of their services.

The Challenge

The MSP's SOC 2 Type 2 **audit resulted in a qualified opinion and multiple findings, limiting the report's usefulness**. The scope excluded their MSP services, the most valuable and marketable part of their business. Without a clear path forward, they **risked stalled sales, strained client relationships, and ongoing compliance uncertainty**.

Choosing Compliance Scorecard

The MSP needed a partner who could **rebuild confidence** in their SOC 2 program **while expanding its business value**. Compliance Scorecard's reputation for aligning compliance outcomes with strategic goals—and our ability to guide technical and operational teams seamlessly—made us the clear choice.

From Audit Recovery to Market Advantage

Compliance Scorecard rebuilt the SOC 2 program from the ground up, delivering:

- A **complete rewrite of policies and controls** to reflect actual operations
- **Scope expansion** to bring MSP services under the SOC 2 umbrella
- **Evidence mapping, audit coaching, and readiness oversight**
- A compliance cadence that replaced annual fire drills with a **steady operational rhythm**

The result was a program that not only passed the audit but also **positioned the MSP to leverage compliance as a competitive sales tool**.

Results

- Clean SOC 2 Type 2 report with no exceptions
- Scope expanded to include high-value MSP services
- Compliance cadence established for ongoing readiness
- SOC 2 now actively used in client and prospect discussions

Conclusion

This engagement transformed the MSP's SOC 2 process from a compliance burden into a revenue generator. By expanding scope and embedding governance into daily operations, the **MSP now has a report that reflects the full value of their services** and the operational maturity to match.

The **clean audit, expanded coverage, and structured cadence have created lasting business benefits**. Clients view the MSP as a **trusted, secure partner, and prospects see tangible proof of quality**. Compliance Scorecard turned a challenging audit history into a market advantage that will pay dividends for years to come.

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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