

# InComm Payments Cuts IT Evidence Requests by 50% and Reduces Security Audit Time by 2 weeks with AuditBoard



By managing evidence across the organization, InComm Payments Internal Audit, Risk, and Assurance teams have created a centralized evidence hub to support requests from internal stakeholders, external auditors, and their own customers, cross-referencing data across controls, requirements, and frameworks.

## THE INCOMM PAYMENTS STORY

InComm Payments, founded in 1992 and headquartered out of Atlanta, Georgia, is an innovative global payments technology provider. Leveraging dynamic technology and proven expertise, InComm Payments delivers enhanced end-to-end payment platforms and emerging financial technology solutions through a single integration, helping businesses grow across a wide range of industries including retail, healthcare, tolling & transit, incentives, mobile payments, digital currencies and financial services.

Amanda Pope, SVP of Audit & Risk, brought in AuditBoard to help her teams manage GRC, and in doing so has reduced audit fatigue across SOC reporting, PCI-DSS and HITRUST certifications, and other external examinations that are necessary to operate their business.

*AuditBoard's cutting-edge Evidence Collection Workflows have revolutionized how we partner with our Audit, Assurance, and Risk teams and have improved outcomes while saving our teams countless hours by eliminating duplicate requests, allowing my team to focus more of their limited time on monitoring and responding to dynamic threats.*

**JONATHAN KENNEDY**

CISO over Security Operations, InComm Payments

Because InComm Payments operates in a highly regulated industry, establishing clear linkage between regulatory frameworks and the underlying controls is critical. Through this framework mapping in AuditBoard, the team has been able to demonstrate how one process meets multiple requirements across frameworks and reduce the number of overall controls being tested.

## KEY CHALLENGES



**Managing repetitive data requests of process owners**



**Manually fulfilling evidence requests from internal and external partners**



**Establishing clear linkage between numerous regulatory frameworks and underlying controls**



## AUDITBOARD SOLUTION

Evidence collection workflows save countless hours by eliminating duplicate requests

Partners and collaborators have access to data they need, when they need it

AuditBoard framework mapping shows how one process meets multiple requirements across frameworks

## RESULTS

Cut the number of IT evidence requests by  
**50%** by leveraging AuditBoard's evidence reuse capabilities

Reduced security audit time by 2 weeks across 35 annual audits, accelerating audit timelines by

**70 weeks**

## Impactful Business Outcomes



### Seamless Evidence Collection

InComm Payments' assurance teams now more easily leverage data collection and sharing for core frameworks and requirements such as SOC2, PCI-DSS, and HITRUST, ensuring they can seamlessly complete evidence requests for their internal and external partners.



### Data Reuse Across the Business

InComm Payments has matured in their use of AuditBoard so that the internal audit team has set up all requests to go through the system, with data entered directly in the controls and frameworks to which it relates. Once entered, data is readily available for reuse across teams throughout the organization.



### Clear Linkage of Controls & Frameworks

AuditBoard framework mapping has enabled the team to demonstrate how one process meets multiple requirements across frameworks and reduce the number of overall controls being tested.



*AuditBoard has allowed us to realize our vision of having a centralized and real-time evidence hub, which now enables our collaborators and partners to have access to the data they need when they need it, getting rid of hundreds of duplicate requests from internal teams as well as client audits.*

#### **AMANDA POPE**

SVP, Audit & Risk  
InComm Payments

## Why AuditBoard?

AuditBoard's connected risk platform helps teams like InComm Payments manage evidence collection workflows to eliminate duplicate requests. Through these efforts, InComm Payments has been able to:

### Reduce Audit Fatigue

InComm Payments reduced audit fatigue among process owners by cutting evidence requests in half.

### Align on High-Priority Issues

InComm Payments is able to align their first, second, and third lines of defense to their highest priority issues, understand the impact on regulatory compliance, and address them in a timely and efficient manner.

**Ready to See  
AuditBoard in Action?**

Schedule Your Personalized Walkthrough

