



# How Syniverse Connects Enterprise Risks and Collaborates Across Teams

By establishing a foundation in AuditBoard with clearly mapped data, the Syniverse Internal Audit team has created an ecosystem that provides visibility for internal stakeholders, external auditors, and their executive team, cross-referencing data across controls, requirements, and frameworks.

## THE SYNIVERSE STORY

Syniverse, headquartered in Tampa, Florida, seamlessly connects the world's networks, devices, and people to unlock the full power of communications. For more than 30 years, Syniverse has accelerated important advances in communications technology and today is an essential driver of the world's adoption of intelligent connectivity, from 5G and CPaaS to IoT and beyond.

Ana Rodgers, Vice President of Internal Audit at Syniverse brought in AuditBoard to support the transformation she envisioned for the internal audit function. She and Senior IT Manager, Melissa Pici, have together put a framework in place for their control structure, aligning risks and controls with processes and policies.



*The technology is incredible and has allowed us to build a foundation on which we can expand, bringing other people and processes into the platform at the right time. Now we connect and collaborate with our security team, our GRC team, and the rest of the organization in ways we were never able to before.*

**ANA RODGERS**

VP of Internal Audit, Syniverse

With the requirement Syniverse has to produce SOC reports for 9 different products, establishing clear linkage between frameworks and the underlying controls and testing 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 duplicate testing.

## KEY CHALLENGES



**Lack of data consistency and transparency across departments**



**Need for better reporting capabilities and more robust dashboards**



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



## AUDITBOARD SOLUTION

Metadata is clearly mapped and provides a single source of truth

Platform reporting provides visibility across audit, risk and compliance ecosystem

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

## RESULTS

Saving the equivalent of  
**1.5** additional FTEs due to  
efficiencies realized

**40-50%** efficiency gains in  
reporting process

## Impactful Business Outcomes



### Data Mapping Supports Connected Risk

Syniverse teams now more easily leverage data for core frameworks and requirements such as SOC1, SOC2 and NIST, ensuring they can leverage control information, testing, and policies.



### Dashboards Provide Greater Insight

Syniverse executives and stakeholders have increased visibility to risk and control data as well as resulting issues, which are communicated on a regular basis during meetings of the Risk & Assurance Council.



### Clear Linkage of Controls & Frameworks

AuditBoard framework mapping has enabled the team to demonstrate how one process meets multiple requirements across frameworks.

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*It's my pleasure to work alongside Ana in our Risk & Assurance Council. Our collaboration, which is based on the information and insights she brings to the table, provides me with confidence that our teams are aligned and addressing the right risks.*

**JUSTIN DELLAPORTAS**

CISO

Syniverse

## Why AuditBoard?

AuditBoard's connected risk platform helps teams like Syniverse establish clear mapping and connection of metadata, in all of its forms. Through these efforts, Syniverse has been able to:

### Improve Process Efficiency

Syniverse has utilized technology to cover the work of an additional 1.5 FTEs.

### Align on High-Priority Issues

Syniverse is able to escalate issues during regular meetings with cross-functional leadership to promote alignment and prevent unnecessary surprises at quarterly audit committee meetings.

**Ready to See  
AuditBoard in Action?**

[Schedule Your Personalized Walkthrough](#)

