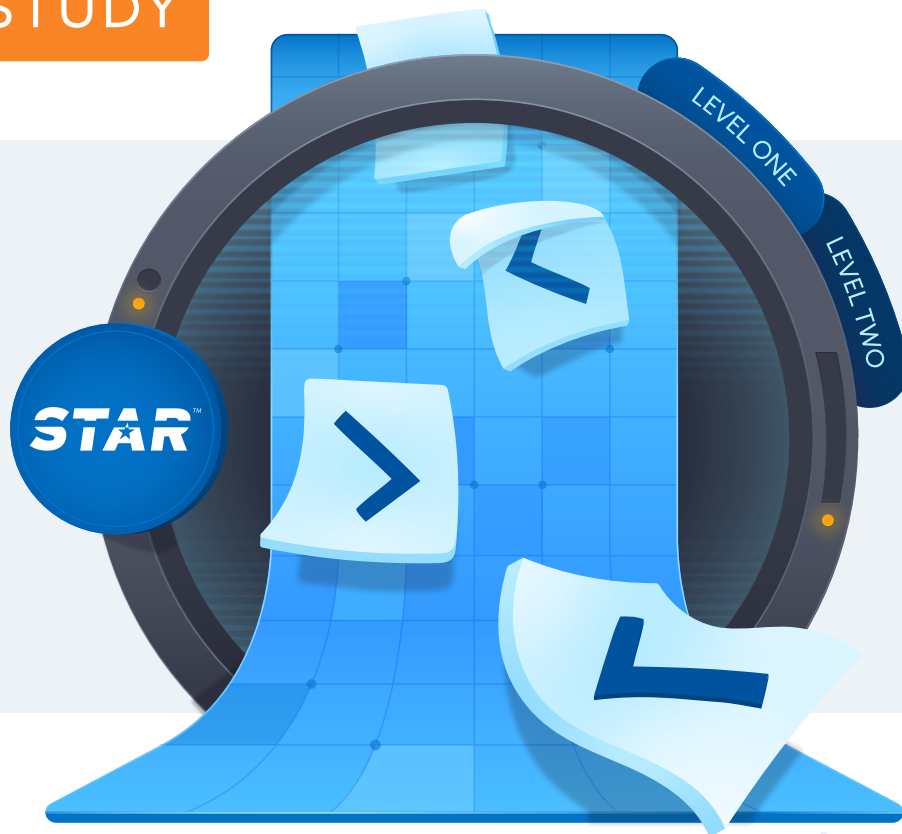


# Accedere: Using a SOC 2 Approach to Help Organizations Achieve CSA STAR Level 2

## CASE STUDY



# Background

## What is the CSA STAR Program?

The [Security, Trust, Assurance, and Risk \(STAR\) Registry](#) is a publicly accessible registry created by the Cloud Security Alliance (CSA) that documents the security and privacy controls provided by popular cloud computing offerings. STAR encompasses the key principles of transparency, rigorous auditing, and harmonization of standards outlined in the [Cloud Controls Matrix \(CCM\)](#).

Submitting a self-assessment, certification, or attestation to the registry allows organizations to show current and potential customers their security and compliance posture, including the regulations, standards, and frameworks they adhere to. A STAR submission ultimately reduces complexity and helps alleviate the need to fill out multiple customer questionnaires.

## What is STAR Level 2?

There are multiple levels of assurance for companies that submit to the STAR Registry. Each level has a different set of requirements. [STAR Level 2](#) allows organizations to build off of other industry certifications and standards to make them specific for the cloud. One version is the STAR Attestation for SOC 2, which is a collaboration between CSA and the AICPA to provide guidelines for CPAs to conduct SOC 2 engagements using criteria from the AICPA (Trust Service Principles, AT 101) and the CCM.



## What are SOC reports?

One of the most important reports for third-party (vendor) data security and SOX compliance is the SOC report. SOC 2 compliance reports are part of AICPA's SSAE 18 Attest Standard that is used for the SOC 1, SOC 2, and SOC 3 reports. The SOC 2 Type 2 attest report provides for compliance and assurance. SOC 2 Attestation is also known as SOC 2 Audit, SOC 2 Engagement, SOC 2 Examination, SOC 2 Certification, and SOC 2 Compliance.

## What is Accedere Inc.?

Accedere Inc. is a global provider of assurance services for cybersecurity compliance. Accedere is a Colorado CPA firm registered with PCAOB with a focus on cloud security and privacy, employing empaneled CSA auditors for conducting assessments for CSA STAR Attestation and Certification requirements. As an ISO/IEC certification body, Accedere also supports the ISO/IEC 27001 + STAR Certification process. Accedere's Cloud Assurance Business is led by Ashwin Chaudhary, MBA, CPA.

## What is MoEngage?

MoEngage is an insights-led customer engagement platform, built for marketers and product owners. MoEngage enables hyper-personalization at scale across multiple channels like mobile push, email, SMS, web push, on-site messaging, Facebook Audiences, in-app messaging, cards, and connectors to other technologies.

# Problem

## Striving for cybersecurity assurance

Cybersecurity frameworks, standards and certifications can be quite complicated to understand, making it difficult to identify which standard an organization should aim to achieve. MoEngage was experiencing this issue and needed guidance about the certification process. They started identifying suitable audit firms and approached Accedere. Accedere analyzed MoEngage's requirements and suggested they get attested for SOC 2 Type 2, which would eventually help them achieve STAR Level 2.



# Solution

## Accedere's proposal

Accedere evaluated MoEngage's SaaS and suggested a plan to help them smoothly achieve STAR Level 2. This included using the CCM v4 controls. The [CCM](#) is CSA's cybersecurity control framework for cloud computing and encompasses 197 control objectives covering all key aspects of cloud technology.

## Performing the gap assessment

Accedere conducted a thorough analysis of MoEngage and identified the key gaps in their organization. They began this process by conducting a SOC 2 Type 2 assessment for the applicable Trust Services Criteria 2017 (Security, Availability, and Confidentiality), along with the CCM 4.0.5 controls.

## Performing the audit

Next, Accedere conducted the audit for the SOC 2 Type 2 Attestation against the CCM and the SOC 2 Trust Services Criteria for the entire reporting period. In parallel, Accedere evaluated MoEngage's [Consensus Assessment Initiative Questionnaire \(CAIQ\)](#) and advised them to change many of the controls to align with the auditors' observations. The CAIQ is a questionnaire that helps determine which CCM controls have been implemented.

A consolidated report was then submitted to MoEngage and the STAR Registry. Their STAR Registry entry can be viewed [here](#).



# Results

## What are the major benefits of STAR Attestation?

CSA STAR is recognized as the international unified GRC solution, leading efforts to establish trust for cloud providers, users, and their stakeholders. STAR provides an integrated cost-effective solution that:

- Decreases complexity
- Creates trust and accountability with a public registry of trusted data
- Enables organizations to secure their information and reduce risk
- Provides technical standards and an integrated certification framework



MoEngage did not only receive CSA STAR Level 2, but also had a complete understanding of their cyber maturity after this process. Congratulations to MoEngage on their incredible success!

For more details on CSA STAR Level 2, please visit [Accedere's website](#) and the [CSA STAR page](#).