



PEACE OF MIND WITH SAS 70 TYPE II AUDITS

WHY THIRD-PARTY ASSESSMENTS ARE ESSENTIAL FOR EMERGENCY NOTIFICATION PROVIDERS

Emergency notification providers support their customers in some of the most trying situations that organizations can face. With on-demand communications solutions, these companies help to alert employees during emergencies, manage supply chains, and help executives to organize quickly in response to an unexpected event. And yet, emergency notification providers are only as good as their infrastructure, operational stability, internal controls, and security. Organizations depend on mass notification during the most stressful and chaotic times and it is during these times that a notification provider's infrastructure must perform without fail.

SAS 70 Audits: An Overview

By undergoing a SAS 70 Type II audit, an emergency notification provider can be certain that the operations and controls that it has in place to support its service will fully meet its customers' needs. SAS 70 is a widely recognized and highly stringent auditing standard for service organizations developed by the American Institute of Certified Public Accountants (AICPA). The audit exists in two forms.

Type I audits assess a company's operations at a single point in time, without independent testing conducted by an auditor. Type II audits, by contrast, are comprised of an in-depth assessment and rigorous testing of a company's control objectives, controls placed in operation, and operating effectiveness. The scope of the Type II audit includes controls over information technology and related processes, and it requires a service auditor to independently test the controls of an organization over an extended period of time.

In financial auditing, organizations must perform a SOX 404 top-down risk assessment (TDRA) to comply with Section 404 of the Sarbanes-Oxley Act of 2002 (SOX 404). And SAS 70 is designated by the Security and Exchange Commission (SEC) as an accepted means to obtain assurance about a service organization's internal controls.

Benefits of a SAS 70 Type II Audit

- Service provider transparency
- Controls and assurances
- Confidence in public reporting
- Internal compliance and audit function

A clean SAS 70 audit opinion is a must have for any organization that provides a service with a direct impact on its customers. And it's a must have for service providers that work with public companies for which an Emergency Notification System (ENS) and/or Incident Management System (IMS) is part of the customers internal controls, SOX compliance efforts, and business continuity program.

Additionally, it's important to remember that an ENS or IMS provider working with a SAS 70 Type II compliant data center or hosting or collocation provider has no bearing on the provider's own infrastructure, service, or operations. Customers concerned with service provider security and reliability must make a dual inquiry, and expect a clean audit from both facets.

A clean SAS 70 Type II audit opinion confirms that a notification provider's operations are secure and reliable, and that it is able to deliver customer messages whenever necessary. And by illustrating that internal controls within the organization are in place and working as they were meant to, a clean SAS 70 opinion can give customers real peace of mind.



Send Word Now and the SAS 70 Type II Audit

Send Word Now has successfully completed a SAS 70 Type II audit as a part of its commitment to security, dependability, and customer support. A respected independent audit firm has tested all aspects of Send Word Now's platform, validating the full operating effectiveness and integrity of Send Word Now's infrastructure. Based in multiple data centers throughout the United States and in the United Kingdom, the system is built using carrier grade equipment configured to prevent attacks, and has a proven track record of reliability. Standards tested in the audit included system availability, customer reporting, network security, and system backup and recovery, and all controls received clean opinions. Send Word Now will maintain the SAS 70 audit annually.

Why Send Word Now?

SAS 70 Type II audits are the de facto standard for companies that use third party service providers, and Send Word Now prides itself on being the de facto provider of communication services to companies that value security and reliability above all. Our easy-to-use, web-based services are used by government agencies, municipalities, universities, non-profit organizations and businesses around the world, and our platform is capable of transmitting hundreds of thousands of voice and text messages in just minutes. We pride ourselves on not only meeting, but routinely surpassing the highest industry standards, and we're always improving on our best-in-class services to maintain our customer satisfaction. We've invested heavily in the SAS 70 Type II Audit to demonstrate this commitment to our customers, and will continue to do so to keep our service operations as dependable as they can be.

Frequently Asked Questions

What is a SAS 70 Audit?

A widely recognized and highly stringent auditing standard for service organizations developed by the AICPA

What is a Type I vs. Type II Audit?

Type II audits involve an in-depth assessment and rigorous testing of a company's control objectives, controls placed in operation, and operating effectiveness, and they require a service auditor to independently test controls over an extended period of time. Type I audits cover one point in time and require no testing.

My service provider has a clean SAS 70 Type II Audit opinion from the hosting provider it works with— is that enough?

No, you should ensure that both your service provider *and* its data centers have received clean SAS 70 Type II opinions.