



## CASE STUDY

# IDI Billing Solutions

### SITUATION

**IDI Billing Solutions is an industry leading provider of telecom Billing and Operations Support Systems for Communications Service Providers. Their comprehensive billing, automation and workflow solutions require a highly resilient system architecture, accompanied by a robust and dependable cybersecurity and compliance program. IDI leverages this investment to assure their customers that personal and confidential data is safe, and handled in accordance with laws, regulations and standards.**

The program consists of a robust control environment built on security, availability, processing integrity and data confidentiality objectives. Demonstrating the effectiveness of a security program through assurance reporting is essential for regulators and clients confirming compliance with Federal, State and other cybersecurity requirements.

IDI has a long history of providing clients with assurance through the issuance of a System and Organization Control (SOC) 1 report for many years. The focus of this report was limited primarily towards assurance over financial reporting risks from the operation of their billing solutions platform. The risk of failing to meet customers' broader compliance and security expectations was a threat to IDI's growth plan and status as a trusted partner.

Trust earned.



## SOLUTION

Recognizing the limitations of their existing SOC 1 report, the need for a fresh perspective, and a risk management strategy, IDI brought in Freed Maxick to help strengthen their programs. The Freed Maxick Risk and Advisory Team helped guide IDI through a complete overhaul of IDI's compliance, internal controls and security program. This effort concluded with the completion of examinations, assessments and the issuance of new assurance reports designed to meet customers' changing needs. Achievements included an improved SOC 1 report, a SOC 2 report focusing on security, availability and confidentiality, a Payment Card Industry (PCI) and Data Security Standards (DSS) Report on Compliance as a Level 1 Service Provider and a report on IDI's compliance with the Health Insurance Portability and Accountability Act (HIPAA).

**Why is compliance important for SaaS providers?**

[LEARN MORE HERE](#)

IDI is now in a state of constant improvement. They have a dedicated information security function performing internal assessments, implementing continuous monitoring processes, and they continue working with Freed Maxick as their trusted advisor. Our overhaul and alignment of controls with recognized standards and frameworks, elevation of IDI's risk management, compliance and reporting program is paramount to helping IDI succeed today and into the future. This set the stage for client retention, new client acquisition and revenue growth.

## RESULTS

Freed Maxick's services for IDI created a responsive compliance and cybersecurity environment that is stronger, more flexible and more effective. This is a key reason why many leading Communications Service Providers ultimately have [trust in IDI](#), and continue to expand their telecom billing, automation and workflow solutions with them.

Learn more about Freed Maxick's dedicated risk and advisory practice for third-party service providers.

**Contact David Hansen, Director of Risk Advisory Services at [david.hansen@freedmaxick.com](mailto:david.hansen@freedmaxick.com) or 585.360.1481.**