

Tugboat Helps You Cross the Finish Line

Proving you are secure is a dark art

The first time you get a security questionnaire or audit request from one of your prospective customers, you likely will react with a mixture of confusion and dread. "Do I have these security measures in place already? If not, how do I do it?" InfoSec is not brain surgery, but it is a dark art.

People need a little help learning what they need to do to get to the finish line - which may be passing their SOC 2 audit, responding confidently to a security questionnaire, or documenting their InfoSec policies.

We help you reach the finish line

Tugboat Logic understands what customers are worried about, and we are committed to helping you knock your goals out of the park. Although we are a technology company, we do not just sell you a product and never talk to you again. We are not successful unless you cross the finish line - so we couple our technology with a strong customer success team to help you get there.

How we do it

Tugboat Logic ensures you get to the finish line by providing you with access to our tag team of **Customer Success** and **Tugboat Security Labs** (TBLabs) who assist you across the three stages of your journey: 1) defining your plan, 2) implementing your security controls, and 3) passing your audit.

	Customer Success	Tugboat Security Labs
Leadership	 <p>Our Director of Customer Success, Sydney Archer, has over 20 years of customer success experience at SAS, Nulli, and Sun Microsystems for IAM, Data Security, and BI solutions.</p>	 <p>Our Chief Information Security Officer, Jose Costa, CISSP, has over 10 years of experience as a Partner for the Risk Assurance Practice at PwC, conducting SOC 2, ISO 27001, and PCI readiness and audit services.</p>
How Our Team Helps	<p>We ensure our customers get off on the right foot, keep on track to their goals, and reach the finish line.</p> <p>We provide kickoff calls, product walkthroughs, scope definition, check-in meetings, and ongoing product support.</p>	<p>We provide customers with expert InfoSec guidance to help them through the audit process.</p> <p>We provide security framework mappings, risk assessments, readiness checks, control implementation help, evidence collection guidance, and instill this expert guidance into the platform.</p>

What if I need additional services such as an auditor?

We have additional services that can be provided by **Tugboat Advanced Services (TAS)**, or we can refer you to one of the partners from our **Tugboat Partner Network (TPN)**:

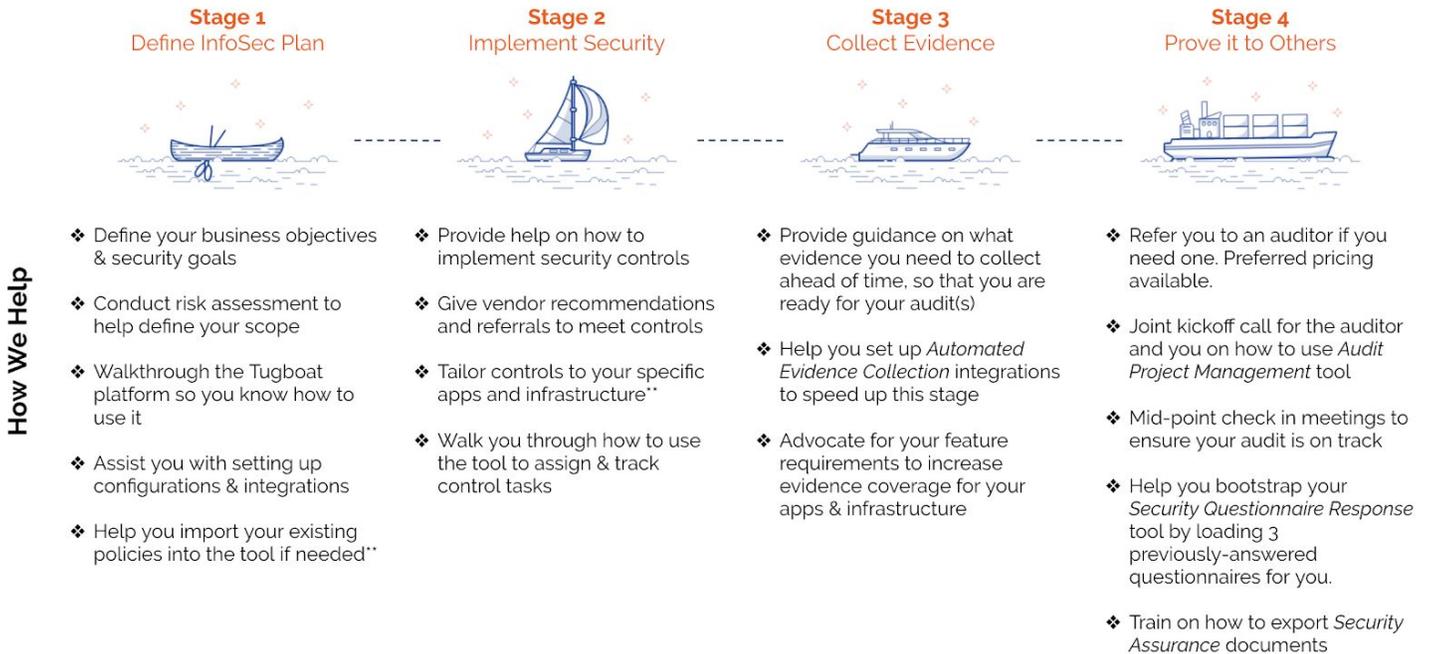
- Audit examinations for SOC 2, ISO 27001, PCI, and more (TPN)
- Project management - if you need a person to herd the cats for an audit (TPN)
- Implementation of security controls - if you need IT help to install & configure gear (TPN)
- Import and mapping of your custom policies to Tugboat (TAS)
- EZ SOC 2 Readiness Check - review your evidence and controls are ready for audit (TAS)

We are with you every step of the journey

So how do you get to the finish line? Through a combination of guidance and automation, Tugboat Logic's Customer Success and Security Labs teams will get you there sooner (and with less misery).

As you'll see below, we assist you every step of the way, from defining your plan, to implementing security controls, to collecting evidence, to the final step of showing off your hard work to auditors and customers.

The 4 Steps of Your Security Journey



** Some services listed here require additional Tugboat Logic licenses or advanced services.

Learn how we have helped our customers

We have helped hundreds of customers reach their security and business goals. If you would like to hear firsthand from one of our customers about their experience with our Customer Success and Security Labs team, please contact us at tugboatheroes@tugboatlogic.com. And, if you wish to talk with one of our amazing crew members, and see for yourself how well we know our stuff, and have infused that expertise into the automated **Tugboat Logic Virtual CISO Platform**, please [schedule a time to review the program](#), or email sales@tugboatlogic.com.

