

Compliance as a Growth Engine:

How Teamwork Commerce turned audits into a differentiator in a demanding retail market

INDUSTRY: RETAIL TECHNOLOGY

COMPLIANCE AUDITS: SOC 1® EXAMINATION | SOC 2® EXAMINATION
ISO 27001 CERTIFICATION | ISO 42001 CERTIFICATION (UPCOMING)



THE CLIENT

Teamwork Commerce is a retail management platform trusted by high-end fashion brands, multinational enterprises, and even the gift shops of some of the most recognizable sports venues in the country. What started as a single client contract requirement has grown into an organization-wide culture of continuous compliance improvement.

THE OPPORTUNITY

Rising Client Expectations, Raised Stakes

As Teamwork Commerce grew and moved upmarket, client questionnaires got longer, questions grew more specific, and informal assurances were no longer enough. Tom Godfrey, VP of Information Technology, Security, and Privacy, recognized the need to build a program designed for continuous improvement rather than an annual scramble, leading the team to pursue SOC 2 and ISO 27001 alongside their existing SOC 1 examination.

THE SOLUTION

A Trusted Advisor for the Long Haul

Teamwork Commerce chose 360 Advanced for its forward-looking approach. Beyond the audit itself, each engagement concluded with a structured discussion on continuing to mature the program. That discipline carried over into Teamwork Commerce's own operations: the team modeled their internal monthly audits after 360 Advanced's project-based structure. With SOC 1, SOC 2, and ISO 27001 in place, Teamwork Commerce is now preparing for ISO 42001, getting ahead of AI governance requirements before they become a heavier lift.

RESULTS

A Program That Grows With the Business

- A layered, audited compliance framework spanning SOC 2 and ISO 27001, with ISO 42001 underway
- Compliance ownership embedded across the organization, making security part of company culture
- Stronger client assurances supporting upmarket growth and contract conversations
- Internal audit discipline modeled after 360 Advanced's structured engagement approach

"We wanted someone that you can trust, that you can go to, that you can discuss how to improve and how to mature in a way that your controls and processes can be proven to clients, and that can be trusted."

TOM GODFREY

VICE PRESIDENT OF INFORMATION TECHNOLOGY, SECURITY & PRIVACY | TEAMWORK COMMERCE

See how our integrated approach to compliance can help your company grow and maintain an industry-leading compliance program.

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