

Vocantas Announces Completion of SOC 2 Type I Audit Certification

Certification bolsters trust and transparency

OTTAWA, ON, JANUARY 22, 2019 – Vocantas, the leader in multimodal communication, successfully completed the [System and Organization Controls \(SOC\) 2 Type I](#) audit certification in December 2018. Conducted by BDO Canada LLP, a leading provider of professional services, the audit affirms that Vocantas information security practices, policies, procedures and operations meet the SOC 2 standards for security, availability, integrity, privacy and confidentiality.

SOC 2 compliance covers the operations of a service organization while Type I attests that internal controls are suitably designed. As companies increasingly use outside vendors to perform activities that are core to their business operations and strategy, there is need for more trust and transparency into cloud service providers' operations, processes and results. Vocantas SOC 2 report provides a thorough review of how Vocantas' internal controls affect the systems it uses to process users' data and the confidentiality and privacy of the information processed by these systems.

“Vocantas has a strong commitment to maintaining stringent and effective operating controls and processes. Our customers and partners can feel confident that we are making every investment to establish and maintain the highest level of security and compliance,” said [Gary Hannah](#), CEO, Vocantas. “SOC 2 compliance is assurance that we have security procedures, including protocols for storing, encrypting, sharing and protecting sensitive data, and these procedures are followed.”

Next steps for Vocantas is to work towards SOC 2 Type II compliance, which attests that internal controls are suitably designed and operating effectively. In addition, Vocantas plans to work towards General Data Protection Regulation (GDPR) compliance as it relates to the processing and holding of personal data of data subjects residing in the European Union.

About Vocantas Inc.

Vocantas develops hosted and premise-based multimodal communications solutions, including interactive voice, text and email, using advanced computer telephony and speech recognition technology to provide businesses and service providers with more efficient outreach capabilities. Vocantas solutions help organizations with complex scheduling environments and processes, and those in the higher education, utilities, healthcare, manufacturing, and customer service environments improve outreach and engagement while reducing operating costs. Visit vocantas.com for a free interactive demo of Vocantas solutions that intelligently respond to your customers.

Media Queries

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