The Best of Both Worlds: How Platform Integration Streamlined North's 11 PCI Audits

The Challenge

North manages 11 different PCI DSS audits annually across different business entities. The traditional audit workflow created a bottleneck: auditors would request evidence, North's compliance team would gather it from their systems, manually upload it to the auditor's platform, and wait for feedback. With multiple audit firms involved, this meant uploading the same evidence to several different platforms.

Scott Richardson, North's Head of IT Risk, Governance, and Compliance, recognized this manual process was unsustainable, his team was spending valuable time on administrative work instead of actual security and compliance management.

The Partnership

CompliancePoint
is a leading audit firm that conducts compliance audits for North.

Fieldguide
is the audit management platform CompliancePoint uses.

Anecdotes
is North's chosen GRC platform.

North is a leading financial technology company building innovative, frictionless, end-to-end payment solutions for businesses of all sizes and industry types. North's superior solutions span the entire payment ecosystem, from development, to partnerships that expand the landscape, creating a flexible universe that supports growth and scale for small businesses and merchants, as well larger enterprises with over $100 billion per year in electronic transaction volume.

The Solution

After evaluating multiple GRC platforms, North selected Anecdotes for its extensive out-of-the-box integrations and intuitive interface. The team configured 35+ plugins, including comprehensive AWS coverage, to automate evidence collection.

Initially, CompliancePoint auditors logged directly into Anecdotes to access evidence, already a significant improvement over manual uploads to multiple systems. When Anecdotes announced an integration with Fieldguide, the audit management platform used by CompliancePoint, both teams migrated to this approach, allowing evidence and controls to sync automatically between systems.

The integration between Anecdotes and Fieldguide transformed the audit process for both organizations, here's how it works:

1.		**2.**		**3.**		**4.**
North changes control status to "Ready for Audit"	→	Evidence automatically syncs to Fieldguide	→	CompliancePoint auditors access evidence in Fieldguide	→	Status and comments sync automatically between platforms

> "All we have to do is set the framework ready for audit, and then set the controls and those are automatically synced over to CompliancePoint. They get the evidence. They can look at it from their system. It's really a seamless setup."
>
> **Scott Richardson,** Head of IT Risk, Governance, and Compliance, North

Scaling Across 11 Audits

North built a classification system in Anecdotes with three control types that eliminates redundant work:

✓ **Shared Services Controls:**
Centralized controls for HR, security monitoring, and common requirements – covered once, then excluded from individual entity audits.

✓ **Shared Controls with Entity-Specific Evidence:**
Programs like security awareness training exist at the shared services level, but evidence is collected per entity.

✓ **Entity-Specific Controls:**
Controls and evidence unique to each business unit.

North connected AWS at the organizational level to cover all 11 entities with a single integration.

The Results

North eliminated manual evidence collection entirely. The native Anecdotes-Fieldguide integration automatically syncs evidence from 35+ plugins to CompliancePoint auditors:

ZERO MANUAL UPLOADS	ZERO EVIDENCE REQUEST EMAILS	SEAMLESS AUDIT CYCLES ACROSS ALL 11 PCI ASSESSMENTS

"I really don't like the check-the-box compliance. I'm trying to make Anecdotes not just a place to look for evidence but a place where you can see how compliant we are with our entire security program. It's about our enterprise security program as a whole."

Scott Richardson, Head of IT Risk, Governance, and Compliance, North

What's Next

North is expanding its use of Anecdotes to SOC audits, third-party vendor audit frameworks, and sophisticated analysis rules for continuous compliance monitoring.

anecdotes

Anecdotes enables GRC teams to strengthen and scale their GRC program. By giving teams actionable GRC data, which is instantly mapped to any use case, coupled with AI-enhanced analysis tools and configurable automations, Anecdotes empowers GRC teams to quickly identify gaps—and attest to their organization's state of compliance with confidence. Learn more by visiting www.anecdotes.ai