PROVING THAT SECURITY CAN ACCELERATE SOC 2 SUCCESS

Okendo is a global platform that connects consumers with Shopify merchants to collect and display customer feedback. They needed a partner to validate exploitability across their platform for their SOC 2 Type 2 audit window.

With rising enterprise pressure, they needed a high-credibility pentest that wouldn't slow down their engineering team during peak retail periods.

LOCATION

Sydney, NSW

Enterprise Buyers are Demanding Security

Okendo's rapid move into the enterprise market brought deeper scrutiny from infosec teams.

INDUSTRY

Software Development

Timing made things more complicated. Their engineers were busy preparing for Black Friday. They needed SOC 2-ready evidence quickly. Okendo needed a partner who understands growing startups, delivers high-quality pentests, is mindful of budget constraints, and minimizes the drag on their development team.

EMPLOYEES

100-200

"We needed a pentesting partner who could go deep without slowing our engineering velocity. Software Secured gave us enterprise-grade credibility while fitting seamlessly into a chaotic, high-traffic season."

Director of Solutions Engineering, Okendo

CUSTOMERS

COLOURPOP SUMMER FRIDAYS rhode

Attacker-Led Testing Designed for Enterprise Confidence

Okendo chose Software Secured because they have experience working with e-commerce apps, employ an attacker-led methodology, and have a strong reputation. They needed credibility that would hold up under auditor and enterprise scrutiny.

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SThe assessment included authenticated testing across public and private APIs, three rounds of retesting. They received direct access to testers via Slack, and the mandate included light threat modelling tailored to Okendo's architecture and business logic. Testers removed false positives, documented mitigating controls, and clearly explained each potential vulnerability to the team.

Software Secured also solved practical challenges like Shopify federated auth, time-zone differences, tight audit timelines, and scope alignment. The structured workflow ensured Okendo understood every finding and remediation step.

Measurable Gains across Sales and Engineering

Enterprise trust increased.
A credible 3rd-party pentest provided Okendo with the evidence needed to secure larger clients.

SOC 2 moved faster.
The penetration test aligned seamlessly with the SOC 2 controls, streamlining the audit process and providing auditors with solid, defensible evidence. This not only eased the journey for everyone involved but also strengthened our compliance stance.

Engineering efficiency improved.
There were no false positives, and interruptions were minimal. Retesting was aligned with the sprint cycles, and collaboration on Slack felt effortless.

Security awareness grew.
API vulnerabilities and remediation strategies provided developers with clearer visibility into potential attacker routes and associated risks.

Improved Buyer Perception and Momentum Moving Upmarket

Okendo now enters enterprise conversations with stronger security evidence and more consistent answers. Deals that slowed due to security concerns are now moving faster. Okendo is now strengthening policies, change management, and internal documentation as part of a maturing security program.

What once caused friction has become a competitive advantage as they expand into the enterprise market.

As they said beautifully about Software Secured:

> *"You're double the price and 10x the value"*
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> **Director of Solutions Engineering, Okendo**