

CASE STUDY

Scaling Fast, Governing Faster:

How a High-Growth SaaS Provider Built Audit-Ready ISO 42001 Assurance Without Slowing Down

Business Overview

Our customer is a fast-growing SaaS provider delivering data and analytics products to enterprise customers across financial services, retail and logistics. Headcount had roughly doubled in two years, and product teams had independently adopted a wide range of generative AI and machine learning tools to accelerate development, customer support and internal operations. With enterprise customers beginning to ask for evidence of AI governance during procurement, and ISO 42001 certification identified as a competitive differentiator, the organisation needed to move from ad-hoc AI adoption to a governed, auditable model — without slowing the pace of innovation that had driven its growth.

Pain Points / Challenges

01

No real-time visibility of AI tools in use across a fast-growing, distributed engineering organisation.

02

Manual, spreadsheet-based tracking could not keep pace with the rate of new AI tool adoption.

03

Lack of continuous evidence meant every enterprise security questionnaire and procurement review required a fresh, resource-heavy exercise.

Business Challenges

As a lean, fast-growth organisation, the customer did not have a dedicated GRC function large enough to manage AI governance manually.

Multiple product and engineering teams had adopted AI tools independently, with no central register or oversight of what was in use.



Shadow AI proliferation: No single view of which AI tools — sanctioned or unsanctioned — were in use across the business, or what data they touched.



No named ownership: AI tools in use had no clear link to a business owner or risk assessment, making board and customer assurance difficult.



Certification pressure without resource: Leadership wanted ISO 42001 readiness to win enterprise deals, but lacked the headcount to run continuous manual assessments.



Evidence for procurement, not just policy: Enterprise customers wanted proof that governance was operating day-to-day, not a static policy document produced once a year.

“We were growing so fast that AI tools were appearing across the business faster than we could track them. We needed a way to see everything, prove it was governed, and do it without hiring a governance team we couldn’t yet justify.”

Head of Information Security, Mid-Market SaaS Provider

Our Solution

Quod Orbis worked with the customer to map its AI governance requirements against the ISO 42001 control set, alongside existing security and compliance obligations, and deployed its Continuous Controls Monitoring (CCM) platform to automate ongoing evidence collection.

The platform was connected directly to the organisation’s cloud infrastructure, SaaS estate and developer tooling to build a live, continuously updated register of every AI tool in use – sanctioned and shadow – mapped to a named business owner and risk rating. Automated control checks replaced manual quarterly reviews, giving the customer’s small governance function continuous, near real-time assurance that AI controls aligned to ISO 42001 were operating as intended, with evidence generated automatically rather than compiled ahead of each audit or customer review.

The Results



Full AI Tool Visibility

A single, continuously updated register of every AI tool in use across the business, including previously unknown shadow AI.



Governance Without Headcount Growth

Automated evidence collection allowed a small team to run continuous ISO 42001 assurance without expanding the GRC function.



Faster Enterprise Sales Cycles

Ready-made, up-to-date evidence significantly reduced the time needed to respond to enterprise security and AI governance questionnaires.



Reduced Manual Effort

Continuous, automated control checks replaced time-consuming manual reviews previously run ahead of each audit.



Named Ownership at Scale

Every AI tool in use is now linked to a business owner and risk assessment, closing a key governance gap.



Audit- and Customer-Ready, Continuously

The business can now produce evidence of operating AI controls on demand, rather than reconstructing it under time pressure.

Get in Touch

To find out how Quod Orbis can help your organisation build continuous, audit-ready assurance for ISO 42001 and AI governance, get in touch with our team.

Contact@quodorbis.com