

How Fullstory Harmonized 10 Frameworks

Reducing Complexity While Leading The Way in AI Compliance



10 Frameworks, One Compliance Program



3x Faster Audit Prep



Among the First to Achieve ISO 42001 (AI) Certification



Anne Turner

Director of GRC

"Instead of juggling multiple audits and redundant evidence collection, we could finally focus on improving our program."

The Challenge of Managing Multiple Compliance Frameworks



Fullstory is a behavioral data company that helps businesses optimize digital experiences through session replay and analytics. As a data-driven organization, **Fullstory prioritizes security and compliance and managing multiple frameworks, including ISO 27001, ISO 27701, SOC 2, and PCI DSS.**



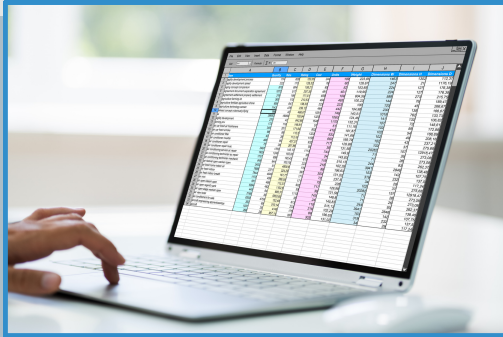
As the Director of Security GRC at Fullstory, Anne Turner recognized the urgent need to streamline compliance across multiple frameworks. Managing security and regulatory requirements across ISO, SOC, PCI, and other standards was becoming increasingly complex.

The inefficiencies in evidence collection, audit readiness, and internal coordination created unnecessary friction for her team.

Additionally, with the emergence of AI regulation, Anne saw an opportunity to proactively establish governance practices by making Fullstory an early adopter of ISO 42001.



The Challenge of Managing Multiple Compliance Frameworks



Before implementing fullCircle, risk3sixty's GRC platform, Fullstory relied on a combination of spreadsheets, manual tracking, and other tools to manage its compliance efforts. **This made it a challenge to maintain consistency across frameworks, increasing the potential for errors and inefficiencies.**

Anne knew that without a more structured approach, scaling compliance to meet evolving regulatory demands would become increasingly difficult.

Beyond the operational challenges, the company faced the hurdle of educating internal stakeholders on the value of a harmonized compliance approach. Different teams were accustomed to handling audits separately, leading to siloed efforts and inconsistent evidence tracking.

The solutions needed to enable alignment across departments, ensuring that compliance was not just a security function but an integrated part of the business strategy.



Establishing a Harmonized Approach to Compliance

Anne Turner led Fullstory's initiative to overhaul its compliance operations, partnering with risk3sixty to establish a harmonized approach to managing security and regulatory frameworks.

She championed the adoption of fullCircle, allowing the company to map overlapping controls across 10 compliance frameworks, including ISO, SOC, PCI, and AI governance requirements.

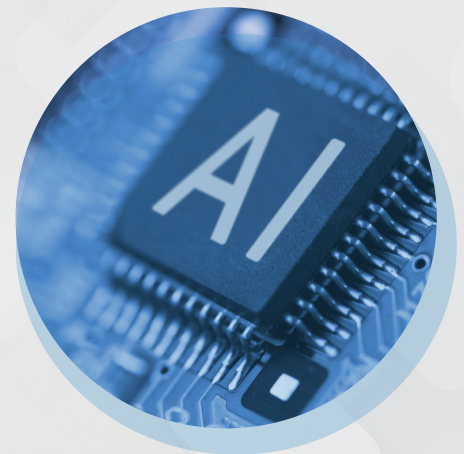
This consolidation reduced audit redundancies, eliminated duplicative efforts, and created a single source of truth for compliance management.

Beyond technology, Anne emphasized the importance of fostering collaboration across internal teams. She worked closely with security, engineering, and product teams to integrate compliance seamlessly into daily operations.

Through automated workflows and structured evidence collection processes, there was significant reduction in the manual effort required for audits while ensuring that compliance responsibilities were clearly defined and maintained across departments.

As part of the broader compliance strategy, the company recognized the importance of establishing AI governance early. **To reinforce responsible AI practices and maintain regulatory readiness, Fullstory pursued ISO 42001 certification.**

By embedding AI risk management into the existing compliance structure, Fullstory positioned itself as a leader in AI governance.



Harmonized Compliance & AI Leadership



Harmonized Compliance Strategy Across 10 Frameworks

By mapping and consolidating compliance requirements, Fullstory streamlined security, privacy, and AI governance, eliminating redundant controls and reducing audit workload across 10 frameworks.



AI Risk Leadership with ISO 42001

As one of the first half-dozen companies globally to achieve ISO 42001 certification, Fullstory positioned itself as a pioneer in AI risk management, reinforcing its commitment to ethical AI practices and strengthening customer trust.



Enhanced Efficiency & Audit Readiness.

Automating evidence collection within fullCircle allowed the company to reduce manual audit preparation time, improving accuracy and responsiveness across departments while supporting a growing team that scaled from 180 to 600 employees.

Conclusion

Fullstory's success in harmonizing compliance frameworks showcases the power of an integrated approach to security and governance.

By proactively adopting ISO 42001 as part of its broader compliance strategy, the company not only streamlined operations but also strengthened their competitive position.



Contact us today!

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