

American wireless network operator



Optimized SOX audit and compliance effort through automation

For a leading telecom services provider, iOpex created an innovative audit program utilizing ETL & RPA for the entire SOX control workflow and developed a tool to carry out quarterly control execution using low-code/no-code platform. This managed services engagement model helped client improve compliance and reduce costs.

Business Challenge

The client is a public traded company in the US which puts them in the purview of Sarbanes-Oxley (SOX) Compliance. A manual SOX governance process was set up almost 10 years ago and some of the challenges they were facing before engaging with iOpex were:

- Increasing compliance hours due to multiple to-and-fro interactions between auditors and owners over email/calls, reworks due to human error, poor control design, etc.
- Rising cost to comply with SOX due to manual intervention, a higher number of FTEs required for testing and validation.

The client wanted to run the services with automation to increase efficiency, enhance compliance and reduce effort cost.



The iOPEX Solution

iOpex's partnership with the client aimed at not only reducing cost but also transforming its SOX compliance process by leveraging automation solutions to build scale. As a part of the engagement, we provided the following services:

- An initial scoping and risk assessment, documentation of processes and controls to highlight gaps and areas to improve.
- Prioritised the high-risk areas and worked on the remediation efforts with process leaders and account owners.
- Gathered and reviewed internal control evidence for testing and validation and prioritized automation activities.
- Implemented end to end automation using Azure Data Factory, RPA - UiPath and macros.
- Developed a tool (SOXET) to carry out quarterly control execution using low-code/no-code platform, which served as a central repository for ownership confirmation and evidence collection/approval with automated notifications and SLA based escalations.
- Conducted orientation sessions, stand up meetings to educate stakeholders to the evolved processes.

Technologies

- ETL using Azure Data Factory for extraction of users and classification
- RPA using UiPath and macros
- SOXET (Low-code/No-code) Outsystems based platform

The Results:

Improved SOX compliance utilizing robotic process automation with minimal human intervention and reduced costs. Some of the key benefits achieved are:

- Lesser manual efforts spent in identification and classification of accounts across 100+ systems.
- Reduced timeframe to finish each SLA and more accurate evidence collection.
- Improved customer satisfaction due to personalized experience & support.



To know more about our enterprise operations, support and automation services, write to us at solutions@iopex.com

About iOPEX Technologies

iOpex is a global business and technology service provider, powering clients to achieve digital transformation through process optimisation and automation solutions. Founded in 2009, iOpex has grown to over 1,800 employees in ten years with offices in 3 countries. Our expertise across multiple domains makes us the trusted partner for digital transformation. We have helped in \$1.5 billion cost savings with continuous innovation and tailor-made solutions for our clients.

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