



CLIENT CASE STUDY

## TRANSIT TECHNOLOGIES SOC 2 COMPLIANCE JOURNEY WITH 3HUE

From Ground Zero to a SOC 2 Type II compliant midmarket enterprise with a robust information security posture across six companies – In under 24 Months.

Authored by Andrew Ramirez, Founder & CEO  
Prepared by Teriah Ramirez, Business Analyst

2025

# EXECUTIVE SUMMARY

At 3HUE, we developed a composable GRC framework and operationalized workstreams through a managed services model that remains central to Transit's continued success. Our strategic managed security services focus on five core areas: Information Security Management, Risk Management, Compliance Management, Vendor Security Compliance, and Cyber Incident Response. A summary of our engagement with Transit is as follows:

## Transit's starting point

- A Senior VP of IT without a dedicated IT team
- No Formal Information Security Program
- Fundamental IT Operations SOPs
- No IT Service Management Processes
- Limited and ad-hoc tracking of IT assets
- Minimal, non-structured documentation of IT system configurations

## The transformation journey

- Information Security Program Development
- Risk Management and Continuous Monitoring Implementation
- Incident Response Preparedness
- IT Service Management (ITSM) Enhancements
- Vendor Security Compliance

## The outcome

- SOC 2 Type I with Zero Findings
- Rapid Expansion to Multi-Entity SOC 2 Type II
- Strengthened Security Posture and Culture

## Key quantifiable benefits

Beyond the formal certifications, Transit now has a robust information security program ingrained in its operations. Key IT and security processes are institutionalized, third-party risk is under control, and a culture of accountability and continuous improvement has taken root. These improvements not only meet SOC 2 requirements but also bolster Transit's overall resilience and prepare the company to handle additional regulations or security challenges in the future.

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# OVERVIEW

Transit Technologies powers 100M+ rides annually with integrated mobility solutions for public, private, and specialty transit.



## BACKGROUND

In 2022, Transit Technologies (“Transit”) – a leader in transportation and logistics technology – initiated an RFP process to select a partner for a SOC 2 Readiness project across its diverse portfolio of software companies. Transit was committed to bolstering its trust and security posture, particularly for its subsidiaries Faster Assets and Ecolane (collectively referred to as “Transit”), all of which lacked formal information security programs and cybersecurity best practices.

The engagement focused on designing and implementing a SOC 2 compliant information security program and internal control baseline, with an emphasis on maintaining HIPAA compliance while preparing Transit to meet the Security, Confidentiality, and Availability Trust Service Principles (TSPs) of SOC 2.

# OUR INNOVATION

At 3HUE, we pioneered a composable GRC framework delivered through our Managed Programs model, which became a cornerstone of Transit's success. Our approach targeted five critical domains for organizations managing sensitive data or systems on behalf of customers:

- Information Security Management
- Information Risk Management
- Vendor Security Compliance
- Regulatory Compliance Management
- Cyber-Incident Response

Beyond achieving SOC 2 compliance readiness, 3HUE's managed programs and professional services fostered a culture of security, accountability, and continuous improvement that was fully aligned with Transit's business objectives.

## OUR COMPREHENSIVE SOLUTIONS



Experienced security executives integrate with your team to shape security strategy, drive decision-making, and oversee compliance initiatives.



Establishes a risk management function to identify, prioritize, and mitigate security risks while fostering a proactive, risk-informed culture.



Manages third-party risk by aligning vendor practices with organizational risk tolerance, contractual controls, and regulatory expectations.



Build and manage a formal information security program aligned to frameworks like SCF, NIST, or ISO to ensure consistent controls and audit readiness.



Delivers structured response planning and incident command services to ensure organizations are prepared for cyber events with coordinated containment and recovery operations.



Our GRC Integrated Security Operations service provides a complete security stack for cybersecurity operations with continuous oversight by your vCISO and GRC Team.

# CHALLENGES

Despite offering industry-leading solutions, Transit lacked formal information security frameworks and ITIL-aligned processes. With an ambitious timeline, they aimed to achieve SOC 2 readiness across the Security, Confidentiality, and Availability Trust Service Principles while simultaneously preparing for broader compliance goals.

## No Formal Security Frameworks

The organization had no established information security framework or dedicated cybersecurity program in place. Policies, controls, and risk management processes were largely absent or informal, leaving Transit exposed to threats and compliance risks and necessitating a full program build-out from the ground up.

## Immature IT Service Processes

Many core IT processes – including change management, release management, continuity planning, and incident management – were ad hoc, undocumented, or not aligned with industry best practices (such as ITIL or COBIT). This lack of structured IT service management created gaps between IT and security functions, making it more difficult to implement the controls and evidence required for SOC 2 compliance.

## Ambitious Timeline

Leadership set an ambitious timeline to achieve SOC 2 Type I readiness and quickly move toward Type II certification, not just for Transit's own operations but across multiple subsidiary companies. Meeting this accelerated schedule without compromising on quality or thoroughness required an exceptionally efficient and well-coordinated approach.

# SOLUTIONS

To address these challenges, 3HUE deployed its Information Security Group's (ISG) Managed Program Framework, providing a structured yet flexible roadmap for building Transit's security program and achieving compliance objectives. The solution was delivered as a professional service in close collaboration with Transit's leadership, ensuring alignment with business goals at every step.



## INFORMATION SECURITY PROGRAM DEVELOPMENT

3HUE worked with Transit to establish a tailored internal control baseline from day one. Using industry frameworks (e.g. the Secure Controls Framework) as a guide, the team developed a full suite of security policies, procedures, and standards aligned with Transit's regulatory requirements and risk appetite. This internal control foundation ensured that all SOC 2 Trust Service Principles and HIPAA requirements were accounted for in the program's design.

## IT SERVICE MANAGEMENT (ITSM) ENHANCEMENTS

To close operational gaps, 3HUE helped implement ITIL-aligned IT service management processes across critical areas. Formal Change and Release Management, Business Continuity Planning, and Incident Management processes were engineered or improved to be "audit-ready." Integrating these ITSM practices with the security program meant that day-to-day IT operations now supported the overall security controls, rather than working around them.



# SOLUTIONS



## VENDOR SECURITY COMPLIANCE

Recognizing that third-party vendors and partners are an extension of Transit's risk surface, 3HUE introduced a vendor compliance management program. This ensured that all of Transit's external vendors adhered to the company's security and privacy standards. By holding partners accountable to the same high standards, Transit significantly reduced supply chain risk and demonstrated end-to-end security diligence to auditors and stakeholders.

## RISK MANAGEMENT AND CONTINUOUS MONITORING

The engagement rapidly established an ongoing risk management process. This involved continuous identification, assessment, and mitigation of risks across Transit's business units. By integrating risk management into regular operations (with tools and dashboards for oversight), 3HUE fostered a risk-aware culture and ensured emerging threats or compliance requirements would be promptly addressed. This proactive stance was critical to maintaining momentum toward SOC 2 readiness on schedule.



## INCIDENT RESPONSE PREPAREDNESS

3HUE also bolstered Transit's cyber incident readiness. A formal incident response plan was developed, and a Cybersecurity Incident Response Team (CSIRT) was trained through customized tabletop exercises. This preparation not only enabled Transit to respond swiftly and effectively to security incidents but also provided evidence of incident management maturity during the SOC 2 audit process.

# RESULTS

By the end of the engagement, Transit Technologies realized transformative outcomes that positioned the company as a security-forward leader in its industry.



## SOC 2 TYPE I WITH ZERO FINDINGS

In 2023, Transit's initial SOC 2 Type I examination was completed for its core entities (including Faster Assets and Ecolane) covering the Security, Confidentiality, and Availability criteria. The audit report came back with no noted deficiencies or findings. Achieving a clean SOC 2 Type I on the first attempt is uncommon, and it validated the rigor and effectiveness of the controls implemented under 3HUE's framework.

## RAPID EXPANSION TO MULTI-ENTITY SOC 2 TYPE II

Building on that success, Transit immediately accelerated toward SOC 2 Type II certification for not only itself but also its portfolio companies. By late 2024, Transit had successfully attained SOC 2 Type II compliance across six portfolio companies. Remarkably, four of those companies were able to bypass separate Type I audits entirely – a step typically discouraged by auditors – because the maturity of Transit's program gave the audit firm confidence in going straight to Type II. This multi-entity compliance achievement in roughly a two-year span is virtually unprecedented in the industry, demonstrating the scalability of 3HUE's managed framework.

## STRENGTHENED SECURITY POSTURE AND CULTURE

Beyond the formal certifications, Transit now has a robust information security program ingrained in its operations. Key IT and security processes are institutionalized, third-party risk is under control, and a culture of accountability and continuous improvement has taken root. These improvements not only meet SOC 2 requirements but also bolster Transit's overall resilience and prepare the company to handle additional regulations or security challenges in the future. Importantly for a high-growth organization, the established framework can be extended to new acquisitions or business lines, creating a sustainable compliance ecosystem.

# Key Success Factors

## Comprehensive ISG Managed Program Framework

The structured yet adaptable and scalable approach ensured consistency, efficiency, and alignment with both business and regulatory requirements.

## Tailored Governance and Risk Management

The ability to customize governance frameworks for Transit's unique operational landscape played a critical role in achieving compliance..

## Strong Collaboration with Leadership

Ongoing partnership and open communication between the 3HUE ISG team and Transit's leadership facilitated streamlined implementations and audit engagements.

## Expertise and Commitment of 3HUE Staff

The knowledgeable, accommodating, and dedicated 3HUE staff provided unmatched support, guiding Transit through every step of the compliance journey.

# Conclusion



The partnership between Transit Technologies delivered tangible business value. Transit can confidently assure its clients, regulators, and board that security and compliance are managed proactively. The company's accelerated SOC 2 journey – accomplishing in two years what often takes others much longer for even a single entity – has become a benchmark for efficiency and excellence in security governance.

This remarkable transformation underscores the power of the 3HUE ISG Managed Program Framework in delivering sustainable, scalable, and effective security and compliance solutions. As Transit Technologies continues to grow, its robust security posture will serve as a cornerstone for trust, operational resilience, and market leadership in the transportation technology industry.

# THANK YOU!

**Inspired by Transit Technologies' success story?**  
Get in touch with us to start your journey toward outstanding results.



## CONTACT

[www.3hue.net](http://www.3hue.net)  
[success@3hue.net](mailto:success@3hue.net)  
855.374.7129



3301 N UNIVERSITY DR., SUITE 100, CORAL SPRINGS, FL 33065