

# ResolvX

## GRC Compliance & Audit Readiness Program

### Company Profile & Asset Inventory

Document Type	Version	Status	Owner	Date
Company Profile	1.0	Active	GRC Lead	2026

## 1. Company Overview

Attribute	Detail
Legal Name	ResolvX Inc.
Founded	2021
Headquarters	New York, NY, United States
Industry	Financial Technology (FinTech) / SaaS
Business Model	B2B SaaS : subscription-based platform licensing
Employees	~120 (full-time) + ~15 contractors
Cloud Provider	Amazon Web Services (AWS) : Primary
Primary Region	us-east-1 (N. Virginia) with DR in us-west-2

## 2. Product & Service Description

### 2.1 Core Product - ResolvX Dispute Management Platform

ResolvX provides a cloud-native, AI-powered dispute management platform designed for financial institutions, payment processors, insurance providers, and e-commerce enterprises. The platform centralizes and automates the entire dispute lifecycle — from initial customer complaint intake through investigation, evidence collection, merchant communication, regulatory reporting, and case resolution.

Much like how Zoom serves as the universal communications layer across all industries and verticals, ResolvX serves as the universal dispute resolution layer — financial institutions of any size or type plug into the platform and manage all dispute workflows through a single, compliance-aware interface.

## 2.2 Key Platform Capabilities

- Automated dispute intake and case creation with AI-assisted triage
- Multi-channel evidence collection and document management
- Regulatory timeline tracking (Visa, Mastercard, Reg E, Reg Z compliance)
- Merchant communication and chargeback management portal
- Real-time reporting and audit trail generation
- API integrations with core banking systems, payment processors, and CRMs

## 2.3 Client Verticals

Vertical	Use Case	Data Handled
Retail Banks & Credit Unions	Consumer credit card and debit dispute management	PII, Transaction Data
Payment Processors	Chargeback workflow automation	Financial Records, PII
Insurance Providers	Claim dispute tracking and resolution	PII, Health-adjacent data
E-Commerce Platforms	Seller-buyer dispute arbitration	PII, Transaction Data
Neobanks & Fintechs	Embedded dispute resolution for card products	PII, Financial Records

## 3. Organizational Structure

Department	Head Count	Function
Engineering & Cloud Ops	45	Platform development, infrastructure, DevSecOps
Product	12	Roadmap, UX, compliance product features
Customer Success	18	Onboarding, support, client relationship management
Sales & Marketing	15	Enterprise sales, demand generation
Finance & Legal	8	Financial operations, contracts, regulatory counsel
HR & Operations	7	People ops, facilities, vendor management
GRC & Security	5	Security operations, compliance, risk management
Executive Team	4	CEO, CTO, CFO, CISO

## 4. Technology Asset Inventory

### 4.1 Cloud Infrastructure — AWS

Asset	Environment	Service	Data Classification	Criticality
Production VPC	Production	AWS VPC / EC2 / EKS	Confidential / PII	Critical
Database Cluster	Production	Amazon RDS (PostgreSQL)	Confidential / PII / Financial	Critical
Object Storage	Production	Amazon S3	Confidential / PII	High
Identity & Access	All	AWS IAM / AWS SSO	Internal	Critical
Secrets Management	All	AWS Secrets Manager	Restricted	Critical
CDN & API Gateway	Production	CloudFront / API GW	Public / Internal	High
Logging & Monitoring	All	CloudWatch / CloudTrail	Internal	High
Staging Environment	Staging	AWS EC2 / EKS	Internal / Test Data	Medium
Dev Environment	Development	AWS EC2	Internal / Synthetic	Low

### 4.2 Corporate IT Assets

Asset Category	Count	Management	Classification
MacBook Pro (Employee Laptops)	~120	Jamf MDM	Internal
Microsoft 365 (Email, Teams, SharePoint)	~135 licenses	M365 Admin Center	Internal / Confidential
GitHub Enterprise	~60 seats	GitHub Org Admin	Internal / Restricted
Slack (Business+)	~135 seats	Slack Admin	Internal
Notion (Knowledge Base)	~80 seats	Notion Admin	Internal
1Password (Credential Mgmt)	~135 seats	1Password Teams	Restricted

## 4.3 Key Third-Party SaaS (Subprocessors)

Vendor	Service	Data Access	Tier
AWS	Cloud infrastructure	All data — hosting provider	1 — Critical
Stripe	Payment processing APIs	Financial / Card data	1 — Critical
Okta	Identity & SSO	Employee & client auth data	1 — Critical
SendGrid (Twilio)	Transactional email	PII (email addresses)	2 — High
Datadog	Monitoring & logging	Log data (may contain PII)	2 — High
GitHub	Source code management	Source code / secrets risk	2 — High
Zendesk	Customer support ticketing	PII, support case data	2 — High
Notion	Internal knowledge base	Internal documentation	3 — Medium

## 5. Data Classification Summary

Classification Level	Definition	Examples at ResolvX	Controls Required
Restricted	Highest sensitivity — regulatory or legal obligation	Payment card data, auth secrets, encryption keys	Encryption, MFA, strict ACL, audit logging
Confidential	Sensitive business or customer data	PII, financial records, dispute case files, contracts	Encryption at rest/transit, access control, DLP
Internal	Business operational data — not public	Employee records, internal docs, source code	Access control, need-to-know basis
Public	Approved for external release	Marketing content, public API docs, job postings	Review and approval process

## 6. Regulatory & Compliance Obligations

Regulation / Standard	Applicability	Driver
SOC 2 Type II	Service organization — enterprise client requirement	Commercial — client contracts
PCI-DSS v4.0	Cardholder data environment via Stripe integration	Regulatory — payment card brands
ISO 27001:2022	ISMS — global enterprise client expectation	Commercial / Certification target

Regulation / Standard	Applicability	Driver
NIST CSF 2.0	Internal security program framework	Best practice / Risk management
GLBA (Gramm-Leach-Bliley)	Financial data handling for US bank clients	Regulatory — US federal law
CCPA	California consumer PII for CA-based clients/users	Regulatory — state law
GDPR	EU client data — applicable where EU PII processed	Regulatory — EU law

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