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Sayers Technology Holdings, Inc.
Sayers Technology Services, LLC
Sayers Technology, LLC

System and Organization Controls Report (SOC 3)

Independent Report of the Controls to Meet the Trust Services Criteria for the Security, Availability, and Confidentiality Categories for the

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Assertion of Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC Management

We are responsible for designing, implementing, operating, and maintaining effective controls within Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC's personalized hardware and software services system (system) throughout the period August 1, 2023, to July 31, 2024, to provide reasonable assurance that Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC's service commitments and system requirements relevant to security, availability, and confidentiality were achieved. Our description of the boundaries of the system is presented in section A and identifies the aspects of the system covered by our assertion.

We have performed an evaluation of the effectiveness of the controls within the system throughout the period August 1, 2023, to July 31, 2024, to provide reasonable assurance that Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC's service commitments and system requirements were achieved based on the trust services criteria relevant to security, availability, and confidentiality (applicable trust services criteria) set forth in TSP section 100, 2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (AICPA, Trust Services Criteria). Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC's objectives for the system in applying the applicable trust services criteria are embodied in its service commitments and system requirements relevant to the applicable trust services criteria. The principal service commitments and system requirements related to the applicable trust services criteria are presented in section B.

There are inherent limitations in any system of internal control, including the possibility of human error and the circumvention of controls. Because of these inherent limitations, a service organization may achieve reasonable, but not absolute, assurance that its service commitments and system requirements are achieved.

We assert that the controls within the system were effective throughout the period August 1, 2023, to July 31, 2024, to provide reasonable assurance that Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC's service commitments and system requirements were achieved based on the applicable trust services criteria.

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Independent Service Auditor's Report

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Independent Service Auditor's Report

Chris Callahan
President and CEO
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SCOPE

We have examined Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC's accompanying assertion titled "Assertion of Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC Management" (assertion) that the controls within Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC's personalized hardware and software services system (system) were effective throughout the period August 1, 2023, to July 31, 2024, to provide reasonable assurance that Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC's service commitments and system requirements were achieved based on the trust services criteria relevant to security, availability, and confidentiality (applicable trust services criteria) set forth in TSP section 100, 2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (AICPA, Trust Services Criteria).

SERVICE ORGANIZATION'S RESPONSIBILITIES

Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC is responsible for its service commitment and system requirements and for designing, implementing, and operating effective controls within the system to provide reasonable assurance that Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC's service commitments and system requirements were achieved. Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC has also provided the accompanying assertion about the effectiveness of controls within the system. When preparing its assertion, Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC is responsible for selecting, and identifying in its assertion, the applicable trust services criteria and for having a reasonable basis for its assertion by performing an assessment of the effectiveness of the controls within the system.

SERVICE AUDITOR'S RESPONSIBILITIES

Our responsibility is to express an opinion, based on our examination, on whether management's assertion that controls within the system were effective throughout the period to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform our examination to obtain reasonable assurance about whether management's assertion is fairly stated, in all material respects. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

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Our examination included:

- Obtaining an understanding of the system and the service organization's service commitments and system requirements
- Assessing the risks that controls were not effective to achieve Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC's service commitments and system requirements based on the applicable trust services criteria
- Performing procedures to obtain evidence about whether controls within the system were effective to achieve Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC's service commitments and system requirements based on the applicable trust services criteria

Our examination also included performing such other procedures as we considered necessary in the circumstances.

We are required to be independent and to meet our other ethical responsibilities in accordance with relevant ethical requirements relating to the engagement.

INHERENT LIMITATIONS

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention of controls.

Because of their nature, controls may not always operate effectively to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Also, the projection to the future of any conclusions about the effectiveness of controls is subject to the risk that controls may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

OPINION

In our opinion, management's assertion that the controls within Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC's personalized hardware and software services system were effective throughout the period August 1, 2023, to July 31, 2024, to provide reasonable assurance that Sayers Technology, LLC's service commitments and system requirements were achieved based on the applicable trust services criteria is fairly stated, in all material respects.

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4235 Hillsboro Pike, Suite 300
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September 23, 2024

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Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC's Description of Its Personalized Hardware and Software Services System

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Section A: Sayers Technology Holdings, Inc., Sayers Technology Services, LLC & Sayers Technology, LLC's Description of the Boundaries of Its Personalized Hardware and Software Services System

SERVICES PROVIDED

Sayers Technology Holdings, Inc., Sayers Technology Services, LLC, and Sayers Technology, LLC (collectively "Sayers") designs, delivers, and helps manage clients' technology and infrastructure through cybersecurity, cloud, IT infrastructure, backup, and business continuity solutions, as well as through staff augmentation. Services fall into three primary categories:

- NexGen Firewall Lifecycle Services: A continuous, four-phase firewall lifecycle management service. Customers and Sayers co-manage the firewalls, and customers can select from a menu of services to offload responsibilities to Sayers, including patching, upgrades, security reviews, and design services. Customers receive reports on best practice assessments, policy and rule reviews, and monthly and quarterly environment reviews.
- Azure Cloud Services: Sayers is a Microsoft Cloud Solutions Provider and resells Azure services to customers. The Cloud Architecture team conducts monthly check-in calls with customers.
- Staff Augmentation: Customers look to Sayers as a trusted technology partner, including staff augmentation services to fill critical roles on a stop-gap basis. An on-staff recruiting team finds qualified candidates, which are interviewed and assessed by engineers, for six-to-12-month contracts. These contracts are not project-based and define, in general, expected tasks. Candidates filling these roles may be employees or contractors and report to and are managed by the customer.
- Professional Services: Project-based professional services are offered; these projects are mainly driven by the three previous services.

Sayers focuses on mid-market and enterprise customers outside of State, Local, and Education (SLED) entities. The organization maintains an internal team used for marketing its products. Sayers advertises its services in general, as well as on a service-specific level. NexGen Firewall Lifecycle customers are enterprise, and marketing campaigns focus on enterprise leads. Staff augmentation is not specifically marketed but is included in all marketing materials. Azure Cloud Services are targeted toward small or midsize business space that is underrepresented by Microsoft. LinkedIn is used for marketing, and all leads are tracked in Salesforce. If a lead is an existing customer, the representative for that account is notified and follows up with the customer. For new customers, the Sales team follows up, learns about the customer's needs, and matches them up with an Engineer or Sales Representative. The Sales Representative then schedules a meeting to discuss potential solutions for the customer.

Service delivery differs for each of Sayers' products, but generally involves meetings to discuss scope and the use of the product, the execution of a contract, and collaboration with Sayers teams to ensure proper support while using the product.

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Customer offboarding for NexGen Firewall Lifecycle customers involves communication being blocked at the Sayers firewall. The customer must dispose of the virtual machine (VM) and is responsible for downloading information stored in ShareFile. For staff augmentation customers, offboarding takes place when a contract period is up, and the contract is not renewed. Sayers does not issue equipment to contractors, and the customer is responsible for retrieving any equipment issued to contractors. For Azure Cloud Services customers, offboarding takes place when a contract ends and is not renewed.

INFRASTRUCTURE

Sayers segregates its network with two wireless local area networks (WLANs), the Sayers Guest and Sayers Technology wireless networks. The Guest WLAN uses a captive portal to authenticate visitors, and the Sayers Technology WLAN uses enterprise security levels to authenticate users and devices. Both WLANs use 2.4GHz and 5GHz transmission rates with ARP filtering to prevent gateway spoofing attacks. The Technology WLAN's Service Set Identifier (SSID) is tied to the corporate Entra ID instance, while the Sayers Guest WLAN is set to the captive portal.

The following network diagram demonstrates the wide area network (WAN) environment and the virtual private network (VPN) connectivity between the organization's physical locations and Azure.
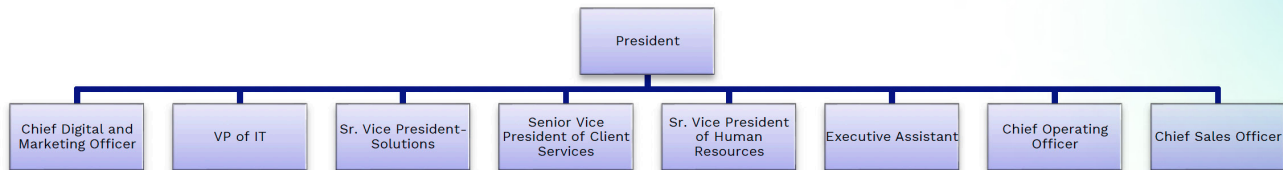
SOFTWARE

The organization maintains a software inventory that lists the organization's software as well as the approved applications for end users. Additionally, the organization's software inventory includes a description, application version, vendor, distributor, and other relevant information. The organization's software includes the following:

- Rapid7
- Tableau Server
- Zoom
- Ubistor
- Citrix ShareFiles
- M-Files Client
- Adobe Acrobat Pro
- Absolute VPN
- MS Teams

- Crystal Reports
- AvaTax
- eConnect for GP 2015
- ConnectWise Designer
- Smartsheet Data Connector
- Wasp Bar Code FontWare
- Maximum Data
- Clippership
- FedEx Ship Manager Server

- MS Power BI
- Jitterbit Cloud Data Loader
- DBAmp
- Tableau Desktop Pro
- HPI Smart EDI server
- Word Press
- DL Windows

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PEOPLE

Sayers maintains a traditional hierarchical structure. There are four levels to the organization; the number of direct reports to each staff member is depicted in a personnel chart. The personnel chart demonstrates the minimal separation between any staff member and the President and Chief Executive Officer (CEO), which accelerates communications both up and down the structure of the organization. The personnel chart is shown below.

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                                        President
    ┌──────┬──────┬──────┬──────┬──────┬──────┬──────┐
Chief Digital  VP of IT  Sr. Vice    Senior Vice   Sr. Vice     Executive   Chief        Chief Sales
and Marketing            President-  President of   President    Assistant   Operating    Officer
Officer                 Solutions    Client         of Human                 Officer
                                     Services       Resources
```

The organization receives oversight from a formal Board of Directors. The board meets quarterly to discuss performance and finances and is responsible for ensuring that the organization's strategic plan is executed.

DATA

The organization ensures data security through classification, encryption, and retention requirements. Sayers classifies data according to the access need and source, and the data is classified as public, operational, or confidential. Sayers maintains a storage, transmission, and destruction process for each data classification.

Confidential data includes personal information of clients or employees, financial data, network and security configurations, and passwords. This sensitive information is secured via encryption, segmentation, physical security, and information handling. Client's confidential information is shared between Sayers and its customers via ShareFile; connections to ShareFile are encrypted, and the data is stored on an Azure VM. ShareFile's disk drive is encrypted via server-side encryption (SSE) with platform-managed key (PMK) encryption.

Per the organization's Encryption Policy, encryption ciphers are AES compatible, and algorithms must meet FIPS 140-2 or any superseding standard. Cryptographic protocols are Diffie-Hellman, IKE, or Elliptic Curve Diffie-Hellman. Additionally, authentication is completed prior to key exchanges, and cryptographic keys are generated and stored securely. All servers and applications use SSL or Transport Layer Security (TLS) certificates that are signed by a trusted provider. The organization employs GoDaddy for certificate management and Azure for key management.

Sayers also maintains data retention requirements for both its own and client data. Customer project data is retained for 90 days, or the period determined in the Master Services Agreement (MSA) or Statement of Work (SOW). Customer financial transactional information is only held for as long as required to complete the transaction. Furthermore, event participant data is retained for the period of the event in addition to 30 days. Vendors' and subcontractors' personal data are kept for the duration of the contract or agreement, or for 90 days. Employees' wage, leave, and benefit information is held for the period of employment and five additional years; recruitment data is retained for 90 days after the end of the recruitment process. Tax payments are held for seven years, and operational data is kept for the period required by software and hardware partners or for 90 days; emails are retained for two years.

PROCESSES AND PROCEDURES

Management has developed and communicated procedures to guide the provision of the organization's services. Changes to procedures are performed annually and authorized by management. These procedures cover the following key security life cycle areas:

- Data classification
- Categorization of information
- Assessment of the business impact resulting from proposed security approaches
- Selection, documentation, and implementation of security controls
- Performance of annual management self-assessments to assess security controls
- Authorization, changes to, and termination of information system access
- Monitoring security controls
- Management of access and roles
- Maintenance and support of the security system and necessary backup and offline storage
- Incident response
- Maintenance of restricted access to system configurations, user functionality, master passwords, powerful utilities, and security devices

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Section B: Principal Service Commitments and System Requirements

REGULATORY AND CONTRACTUAL COMMITMENTS

The organization complies with financial regulatory requirements; financial data is retained for seven years to meet regulatory requirements. Sayers undergoes both financial audits and annual SOC 2 audits.

Sayers may also establish confidentiality requirements with clients within the Confidentiality Agreement.

SYSTEM DESIGN

Sayers designs its personalized hardware and software services system to meet its regulatory and contractual commitments. These commitments are based on the services that Sayers provides to its clients, the laws and regulations that govern the provision of those services, and the financial, operational, and compliance requirements that Sayers has established for its services. Sayers establishes operational requirements in its system design that support the achievement of its regulatory and contractual commitments. These requirements are communicated in Sayers's system policies and procedures, system design documentation, and contracts with clients.

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