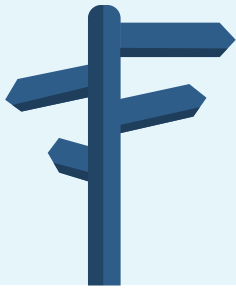


# Platinum Customer Success

Shujinko is committed to making customers of our AuditX platform wildly successful. Our platinum customer success offering makes a full suite of services available to you, from planning your audit prep through audit completion and issuance of your report – all provided by Shujinko customer success managers with deep audit firm expertise.

## Onboarding

Review objectives, audit scope, and key dates. Identify point people responsible and assess prior audit experience, current state of your IT environment, and existing policies. Prioritize evidence collection items in AuditX. Review audit firm relationship and step through the integrated auditor role capabilities provided in the AuditX platform.



## Progress Guidance

Schedule weekly or bi-weekly check-ins with your dedicated customer success manager. Review progress in the AuditX dashboard and drill down into key areas. Identify tasks and evidence collection items to systematically advance your internal audit prep completion.

## Evidence Review

Your customer success manager is available to internally review evidence before you proactively release evidence items to your auditor in AuditX. Working together, you can close the loop on open items and get comfortable that you have everything collected and organized prior to your audit.



## Field Support

During your audit fieldwork, your dedicated customer success manager will be available to support you and provide guidance on new requests or questions coming from your auditor.