How Headway built security into the way it works and became a stronger extension of its customers' teams

THE IMPACT

100%
device-security adherence, up from ~50%*

2–3 hours
to begin client work vs. 2–3 days

60%+
of projected pipeline requires SOC 2

Challenge

As Headway became more embedded in customer teams and environments, informal security practices were no longer enough. The company needed documented controls that guided how its people worked and gave customers confidence in the team they brought into their business.

As a product consultancy rather than a traditional SaaS company, Headway also needed to define the right SOC 2 scope, apply controls across employees and contractors, establish practical Bring Your Own Device requirements, and engage a reliable auditor, all without slowing down its designers and developers.

Opportunity

Headway saw SOC 2 as an opportunity to build a shared security mindset across its team, strengthening how its people work and serve customers.

The right program would bring consistency to everyday decisions and help Headway operate as a more secure extension of each customer's team. Independent validation would build trust during procurement, while the broader goal was to strengthen how Headway builds, collaborates, and delivers.

At-a-Glance

Use case:

SOC 2 Type II readiness, audit coordination, and ongoing vCISO support

Industry:

Product Strategy, Design, and Development Consultancy

Key takeaway:

Partnering with Rhymetec and Sensiba helped Headway receive its first SOC 2 Type II report, increase core device-security adherence from approximately 50% to 100%, and embed security into the way its team builds, collaborates, and delivers for customers.

Solution

Headway partnered with **Rhymetec** to build the security program aligned with the way its teams actually work, and with **Sensiba** to independently examine that program through a SOC 2 Type II audit.

Rhymetec provided vCISO leadership that extended beyond traditional advisory services. The team helped define Headway's SOC 2 scope, developed practical policies, implemented secure code review, third-party management, access management, and device-security processes, and prepared the company for audit.

Together, Rhymetec and Sensiba ensured a coordinated SOC 2 process, aligning controls with employee workflows, managing evidence and findings, and keeping Headway informed without requiring Eric to manage every handoff.

> *It made it more efficient because I didn't have to sit in the middle. The ability to have both companies working together, with me in observation rather than acting as a blocker, was awesome.*
>
> **– Eric Verboncouer, Partner and COO**

Implementation Journey

- Engaged Rhymetec's vCISO Manager Tier to lead SOC 2 strategy and execution
- Defined the correct SOC 2 scope for Headway's consultancy model
- Developed policies and standardized security requirements to align with Headway's culture and existing workflows
- Implemented key controls across access management, secure code review, third-party management, and security awareness
- Coordinated with Sensiba throughout the SOC 2 Type II audit
- Transitioned from implementation leadership to ongoing guidance and high-level program oversight

Outcome

- Increased adherence to core device-security practices from approximately 50%* to 100%
- Maintained broader security-process adherence in the high 90s across the full team
- Reduced initial client setup from two to three days with client-provided equipment to approximately two to three hours with Headway's approved devices
- Received Headway's first SOC 2 Type II report, establishing independent evidence of its security maturity
- Built the foundation needed to pursue the 60%+ of projected pipeline expected to require SOC 2

Services Used & Timeline

Services

- vCISO Manager Tier
- SOC 2 Type II readiness and program management
- Security policy and control development
- Secure code review process
- Third-party and access management
- Device security and BYOD guidance
- Security-awareness support
- Audit coordination and support
- Independent SOC 2 Type II audit by Sensiba

Timeline highlight

Headway progressed from primarily common-sense security practices to a documented, team-wide program supporting its first SOC 2 Type II report. As compliant practices became embedded in everyday workflows, Rhymetec's role evolved from leading implementation to providing ongoing guidance, special-case support, and high-level oversight.

*Figure based on Headway's internal reporting and not independently verified as part of the audit.