



The Business

Saffire is a premium service provider of ticketing, websites, and branding solutions serving fairs, festivals, destinations, venues, rodeos, and haunted attractions. The company's business model depends heavily on the availability, performance, and security of its online ticketing platforms. With approximately 45 employees, Saffire prioritizes customer success and operational excellence, positioning service quality as a key differentiator in the markets it serves.

The Challenge

While Saffire has deep experience in software development, the organization faced challenges outside its core competency. As the business grew, so did the complexity of its general IT operations, compliance obligations, and cloud infrastructure management. As regulatory and customer expectations increased—particularly around security and audit readiness—Saffire needed an IT partner with proven experience in compliance frameworks and operational scale.

The Solution

Saffire partnered with ISO Outsourcing to augment its internal capabilities with specialized IT, security, and compliance expertise.

ISO Outsourcing works closely with Saffire to support:

- General IT operations and endpoint management
- Cloud infrastructure oversight for platform services
- Security governance and audit preparedness
- Ongoing compliance execution aligned with SOC 2 requirements

Rather than operating as a transactional vendor, ISO Outsourcing functions as an extension of Saffire's internal team—providing technical guidance, operational discipline, and proactive risk management to support both current needs and future growth.

The Results

The partnership enables Saffire to strengthen its IT foundation while maintaining focus on its core business and customers. Saffire views the relationship with ISO Outsourcing as a collaborative partnership rather than a transactional service engagement. Clear communication around business needs, budget considerations, and risk tolerance has been essential to aligning IT strategies with organizational goals.

Future

As Saffire continues to grow, its IT and security requirements are expected to become increasingly complex. The organization plans to continue leveraging ISO Outsourcing's expertise to strengthen its security posture, refine compliance practices, and plan strategically for future needs. By combining internal innovation with external IT and security expertise, Saffire is positioned to scale confidently—without compromising reliability, compliance, or customer trust.