

FROST & SULLIVAN  
BEST PRACTICES



2026

GLOBAL COMPLIANCE  
AUTOMATION

CUSTOMER VALUE  
LEADERSHIP



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## Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Scytale excels in many of the criteria in the compliance automation space.

RECOGNITION CRITERIA	
<i>Business Impact</i>	<i>Customer Impact</i>
Financial Performance	Price/Performance Value
Customer Acquisition	Customer Purchase Experience
Operational Efficiency	Customer Ownership Experience
Growth Potential	Customer Service Experience
Human Capital	Brand Equity

### The Shift to AI-driven, Always-on Compliance Ecosystems

The global compliance landscape is transforming from a periodic, audit-driven function to a continuous, technology-driven discipline embedded across enterprise operations. Increasing digitization, cloud adoption, and cross-border business models expand the regulatory footprint for organizations. Today, enterprises must comply simultaneously with multiple frameworks such as General Data Protection Regulation (GDPR), Health Insurance Portability and Accountability Act (HIPAA), Payment Card Industry Data Security Standard (PCI DSS), and emerging artificial intelligence (AI) governance standards, creating a highly complex and interdependent compliance environment.<sup>1</sup> On the other hand, cybersecurity risks continue to escalate, with billions of data records breached annually, reinforcing the need for stronger regulatory enforcement and continuous oversight.<sup>2</sup>

Historically, compliance processes relied heavily on manual workflows, siloed data collection, and point-in-time audit preparation. These approaches are inadequate in the face of modern challenges. Organizations today contend with fragmented data across cloud, on-premises, and third-party ecosystems, making it difficult to establish a unified compliance posture. Manual audits are time-consuming and prone to errors, with delays in detecting compliance gaps exposing organizations to

<sup>1</sup> <https://cams.mit.edu/wp-content/uploads/regulatorycompliancepaper.pdf>

<sup>2</sup> [https://www.researchgate.net/profile/Mateo-Clement/publication/390919180\\_Key\\_Compliance\\_Challenges\\_and\\_the\\_Role\\_of\\_AI/links/680242a1ded43315572ac03a/Key-Compliance-Challenges-and-the-Role-of-AI.pdf](https://www.researchgate.net/profile/Mateo-Clement/publication/390919180_Key_Compliance_Challenges_and_the_Role_of_AI/links/680242a1ded43315572ac03a/Key-Compliance-Challenges-and-the-Role-of-AI.pdf)

prolonged regulatory risk.<sup>3</sup> The growing requirement for near real-time compliance monitoring, coupled with the rapid adoption of AI, development and operations (DevOps) pipelines, and cloud-native architectures, intensify operational pressure on compliance teams.

In response, the market is shifting toward compliance automation and continuous compliance models that leverage advanced technologies such as AI, machine learning, and cloud-native integrations. These solutions enable real-time monitoring, automated evidence collection, and predictive risk detection, transforming compliance into a proactive, intelligence-led function. Automation improves accuracy and accountability through continuous validation and centralized control monitoring. Additionally, the emergence of formal AI governance frameworks such as International Organization for Standardization/the International Electrotechnical Commission (ISO/IEC) 42001 underscores the growing need for structured, auditable approaches to managing regulatory and technological risks in an increasingly AI-driven business environment.

Within this evolving landscape, Scytale is a key player in compliance automation, providing a unified platform that combines continuous monitoring, multi-framework orchestration, and AI-based capabilities with embedded compliance expertise. The company addresses the core challenges of regulatory complexity, fragmented data environments, and manual audit processes, enabling organizations to transition toward scalable, real-time compliance operations.

### **Sustained Growth through Scalable Strategy and Market Expansion**

Scytale is a compliance automation provider specializing in AI-powered trust and governance, risk, and compliance (GRC) management, established in 2021. The company's integrated compliance engine supports organizations at every stage of their compliance journey, from early-stage startups preparing for their first audit to large enterprises managing complex, multi-framework environments. Its compliance center platform centralizes controls, risks, policies, and evidence into a unified, continuously aligned system that maintains audit readiness in real time.

A defining aspect of Scytale's approach lies in its agentic GRC ecosystem, where a suite of specialized AI-driven compliance agents performs tasks such as gap detection, evidence validation, policy analysis, and third-party risk intelligence. These agents operate continuously across the compliance lifecycle, leveraging a deep knowledge base built from real-world audit and GRC expertise to deliver context-specific insights. Combined with a scalable data engine and extensive integration capabilities across cloud infrastructure, security tools, human resource systems, and emerging technologies such as large language models, the platform embeds compliance directly into an organization's operational fabric.

Scytale's growth trajectory reflects strong market demand and effective execution of its expansion strategy. The company achieved significant revenue growth, progressing from approximately \$10 to \$20 million in 2023 to \$40 to \$80 million in 2025, with compliance automation contributing more than 80% of total revenue.<sup>4</sup> Geographically, Scytale has successfully expanded beyond its core Europe, the Middle East and Africa base, with North America increasing its contribution from 20% to 40% of revenue between

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<sup>3</sup> Ibid.

<sup>4</sup> Correspondence between Scytale and Frost & Sullivan (2026)

2023 and 2025.<sup>5</sup> Emerging presence in Asia-Pacific and Latin America further demonstrates the platform’s global scalability and relevance across diverse regulatory environments.

Scytale drives customer acquisition with a balanced focus on small and medium-sized business, mid-market, and enterprise segments. In these markets, the company addresses enterprise requirements through advanced customization, multi-entity support, and dedicated enterprise-focused teams. This dual-segment strategy enables sustained growth while capturing higher-value opportunities.

*“A defining aspect of Scytale’s approach lies in its agentic GRC ecosystem, where a suite of specialized AI-driven compliance agents performs tasks such as gap detection, evidence validation, policy analysis, and third-party risk intelligence. These agents operate continuously across the compliance lifecycle, leveraging a deep knowledge base built from real-world audit and GRC expertise to deliver context-specific insights.”*

**- Rabin Dhakal,  
Best Practices Research Analyst**

The company’s partner ecosystem plays a critical role in scaling its market reach. With more than 100 global partners, including managed service providers, audit firms, and technology vendors, Scytale creates multiple entry points into customer accounts. Strategic partnerships with organizations such as AWS and Snowflake enhance technical integration and go-to-market leverage, accelerating adoption and strengthening ecosystem positioning.

Vertical diversity further reinforces market impact, with deployments across banking, financial services, and insurance, healthcare, technology, manufacturing, and government sectors. Scytale

aligns its offering with key market trends, including AI-assisted compliance, continuous monitoring, and platform consolidation, positioning itself as a long-term leader in the compliance automation landscape.

Frost & Sullivan recognizes Scytale for its strong growth trajectory, expanding global footprint, and effective ecosystem-driven strategy, positioning it as a major force in the global compliance automation market.

### Enabling End-to-end Compliance Management with a Single Platform

Scytale’s platform distinguishes itself through its breadth and depth of capabilities, offering a fully integrated solution that spans the entire compliance lifecycle. From automated evidence collection and real-time monitoring to audit preparation and risk management, the platform consolidates multiple traditionally fragmented functions into a unified environment. This integrated architecture eliminates the need for multiple point solutions, improving operational efficiency and reducing complexity.

The core framework of this platform is a highly automated data and integration layer, supported by more than 150 production integrations across cloud platforms, identity providers, security tools, DevOps, and business applications. This extensive connectivity facilitates automated evidence collection directly from source systems, ensuring accuracy, completeness, and traceability. Custom integration capabilities further extend this reach, allowing organizations to incorporate proprietary or legacy systems seamlessly.

Scytale supports more than 60 compliance frameworks, including SOC 2, ISO 27001, PCI DSS, GDPR, HIPAA, and emerging AI governance standards. Its cross-framework mapping functionality allows a single set of

<sup>5</sup> Ibid.

controls to be reused across multiple standards, significantly simplifying compliance operations. The platform's continuous monitoring capabilities replace traditional point-in-time audits with always-on validation, providing real-time visibility into compliance posture.

*“Scytale’s forward-looking roadmap includes multi-agent AI systems, predictive risk analytics, autonomous remediation orchestration, and regulatory intelligence engines. These developments position the platform at the forefront of the transition toward predictive and proactive compliance management.”*

**- Vivien Pua,  
Industry Principal, GOA**

The company strengthens reliability and audit-grade accuracy through comprehensive evidence validation mechanisms, including traceability reports, data integrity checks, and automated completeness assessments. These capabilities ensure that the platform collects evidence efficiently while meeting auditor expectations for transparency and verifiability.

Additional modules, such as risk management, vendor risk management, asset tracking, and trust centers, further bolster the platform's completeness. Combined with intuitive workflows and low-code configuration options,

Scytale enables organizations to manage complex compliance environments efficiently while maintaining high standards of quality and control.

Frost & Sullivan praises Scytale for its robust, unified platform that integrates deep automation, extensive integrations, and multi-framework capabilities to deliver reliable, scalable, and high-quality compliance operations.

### Combining AI Innovation with Deep Compliance Expertise

Scytale reinforces compliance automation through an AI-driven, agentic architecture. Integral to this approach is its AI GRC Agent, which acts as an intelligent assistant capable of orchestrating workflows, identifying compliance gaps, generating policies, and delivering actionable insights. This feature helps shift compliance from a static, rules-based process to a dynamic, adaptive system capable of responding to evolving risks and regulatory requirements.

The platform enables end-to-end automation across the compliance lifecycle, from data integration and evidence analysis to gap detection and remediation guidance. AI-powered components such as the Evidence Reviewer, Security Questionnaire automation, and Policy Generation tools significantly reduce manual effort while improving accuracy and consistency. These capabilities allow organizations to operate at a level of efficiency and precision that would be difficult to achieve through traditional methods (including spreadsheets, point-in-time audits, email-driven workflows, and static policy documentation).

Likewise, Scytale's forward-looking roadmap includes multi-agent AI systems, predictive risk analytics, autonomous remediation orchestration, and regulatory intelligence engines. These developments position the platform at the forefront of the transition toward predictive and proactive compliance management.

Equally important is the integration of human capital into the innovation model. Scytale's in-house teams of GRC experts, engineers, and compliance specialists actively shape product development and customer

outcomes. This competence ensures that it trains AI models on real-world compliance data and audit experience, enhancing contextual accuracy and practical applicability.

Combining advanced AI capabilities with human-in-the-loop validation builds trust in automated outcomes, particularly in sensitive compliance scenarios. This balanced approach enables Scytale to push the boundaries of automation while maintaining the rigor and reliability required for regulatory environments.

Frost & Sullivan commends Scytale for advancing AI-enabled, agentic compliance innovation and effectively combining advanced technology with deep domain expertise to empower proactive, intelligent risk and compliance management.

### **Elevating Customer Experience through Integrated Support and Automation**

Scytale enhances customer lifecycle experience through simplicity, guidance, and sustained partnership, ensuring organizations can adopt and scale compliance automation with minimal friction. The company structures the purchase experience around transparency and flexibility, allowing customers to select relevant modules, deployment channels, and service combinations without hidden costs or forced bundling. This clarity builds early trust and reduces typical procurement complexity in enterprise software environments.

Once engaged, customers benefit from a highly systematic onboarding and implementation process that combines platform capabilities with hands-on guidance. Dedicated teams comprising implementation specialists, GRC experts, and engineers ensure that they tailor configurations to each customer's unique environment, whether cloud-native, hybrid, or on-premises. This approach significantly reduces onboarding uncertainty and accelerates time to value.

Scytale replicates this harmonized approach in customer outcomes across diverse industries. For example, SundaySky transitioned from reactive, audit-driven processes to a continuous compliance model, enabling real-time visibility and more proactive risk management. Similarly, PassportCard strengthened its SOX ITGC processes through Scytale's guided implementation, improving control consistency while reducing operational complexity.

Other organizations report similar improvements in day-to-day experience. 2X Solutions eliminated compliance bottlenecks that previously slowed internal workflows, while Perion automated ITGC testing processes, allowing teams to focus less on manual validation and more on higher-value governance activities.

These value-driven experiences are also a result of Scytale's guided compliance journey, where it complements AI-driven automation with embedded human expertise. The platform's AI GRC Agent provides real-time recommendations and task orchestration, while in-house compliance specialists actively support audit preparation, control validation, and remediation planning. This twofold model transforms compliance from a technical challenge into a managed, guided process, particularly valuable for organizations with limited in-house expertise.

Organizations consistently recognize Scytale's customer support for its responsiveness and depth, reflected in high satisfaction scores such as approximately 4.8 out of 5 on G2 and strong recommendation

rates. Users frequently describe the support team as an extension of their internal compliance function, highlighting the company's commitment to partnership rather than transactional engagement.

Over time, customers experience a seamless transition from initial compliance to continuous governance, supported by features such as trust centers, real-time dashboards, and centralized audit repositories. This prowess ensures ongoing visibility, enhances stakeholder confidence, and reinforces long-term customer loyalty.

### **Delivering Measurable Compliance Efficiency and ROI at Scale**

Scytale delivers a compelling customer value proposition grounded in measurable operational and financial outcomes. Organizations leveraging its compliance automation platform typically achieve a 70% to 90% reduction in audit preparation time and up to 60% to 80% reduction in manual evidence collection effort, fundamentally transforming the economics of compliance. These efficiencies directly translate into faster certification cycles, with initial audit readiness reduced to approximately four to eight weeks compared to industry norms of three to six months, enabling customers to accelerate time-to-market and revenue generation.

Beyond efficiency gains, the platform reduces the structural burden associated with compliance management. By automating evidence collection, control monitoring, and reporting workflows across integrated systems, Scytale shifts compliance from a labor-intensive, reactive exercise to a streamlined, continuous process. This capability allows security and compliance teams to reallocate resources toward higher-value activities such as risk management and strategic governance.

A defining element of Scytale's price-to-performance leadership lies in its transparent and flexible pricing model. Customers can tailor solutions based on organizational size and framework requirements without being forced into unnecessary add-ons, ensuring alignment between cost and value realization. The "one-stop-shop" model consolidates compliance tooling, expert advisory, audit support, and penetration testing capabilities into a single platform, significantly lowering total cost of ownership while eliminating tool sprawl.

The platform's cross-framework mapping capabilities further enhance value by enabling a single control implementation to satisfy multiple regulatory requirements across more than 60 frameworks. This feature eliminates redundant work and drives sustained efficiency over time. As compliance evolves toward continuous monitoring and real-time assurance, Scytale's model ensures that cost savings extend across the entire compliance lifecycle, reinforcing long-term customer return on investment.

Frost & Sullivan admires Scytale for delivering measurable customer value through significant reductions in audit timelines, operational effort, and total cost of ownership, while enabling continuous, scalable compliance efficiency across the lifecycle.

## Conclusion

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Scytale translates complex compliance requirements into measurable operational outcomes, including significant reductions in audit preparation time and sustained efficiency gains, reflecting a clear commitment to delivering tangible customer value rather than incremental improvements.

At the heart of this distinction is a unified platform that combines automation, continuous monitoring, and multi-framework orchestration with embedded human expertise. This convergence enables organizations to achieve compliance more efficiently and sustain it as an ongoing, intelligence-driven process. The company's investment in artificial intelligence-led capabilities, particularly through its evolving agentic architecture, positions it ahead of traditional compliance approaches by shifting the paradigm from reactive audits to proactive risk management.

Furthermore, Scytale's expanding global footprint, strong partner ecosystem, and growing adoption across verticals reinforce its influence in shaping the compliance automation landscape. By aligning product innovation with real-world customer needs and future regulatory trends, the company demonstrates a level of strategic coherence that extends beyond product excellence into market leadership.

With its strong overall performance, Scytale earns Frost & Sullivan's 2026 Global Customer Value Leadership Recognition in the compliance automation industry.

## What You Need to Know about the Customer Value Leadership Recognition

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Frost & Sullivan's Customer Value Leadership Recognition identifies the company that offers products or services customers find superior for the overall price, performance, and quality.

### Best Practices Recognition Analysis

For the Customer Value Leadership Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

#### Business Impact

**Financial Performance:** Strong overall business performance is achieved in terms of revenue, revenue growth, operating margin, and other key financial metrics

**Customer Acquisition:** Customer-facing processes support efficient and consistent new customer acquisition while enhancing customer retention

**Operational Efficiency:** Company staff performs assigned tasks productively, quickly, and to a high-quality standard

**Growth Potential:** Growth is fostered by a strong customer focus that strengthens the brand and reinforces customer loyalty

**Human Capital:** Leveraging innovative technology characterizes the company culture, which enhances employee morale and retention

#### Customer Impact

**Price/Performance Value:** Products or services offer the best ROI and superior value compared to similar market offerings

**Customer Purchase Experience:** Purchase experience with minimal friction and high transparency assures customers that they are buying the optimal solution to address both their needs and constraints

**Customer Ownership Excellence:** Products and solutions evolve continuously in sync with the customers' own growth journeys, engendering pride of ownership and enhanced customer experience

**Customer Service Experience:** Customer service is readily accessible and stress-free, and delivered with high quality, high availability, and fast response time

**Brand Equity:** Customers perceive the brand positively and exhibit high brand loyalty, which is regularly measured and confirmed through a high Net Promoter Score®

## Best Practices Recognition Analytics Methodology

### Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company’s long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

STEP		VALUE IMPACT	
		WHAT	WHY
1	<b>Opportunity Universe</b>	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	<b>Transformational Model</b>	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	<b>Ecosystem</b>	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	<b>Growth Generator</b>	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	<b>Growth Opportunities</b>	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	<b>Frost Radar</b>	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	<b>Best Practices</b>	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	<b>Companies to Action</b>	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

\*Board of Directors, Investors, Customers, Employees, Partners

## About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at <http://www.frost.com>.

## The Growth Pipeline Generator™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fueled by the Innovation Generator™.

[Learn more.](#)

### Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



## The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

### Analytical Perspectives:

- **Megatrend (MT)**
- **Business Model (BM)**
- **Technology (TE)**
- **Industries (IN)**
- **Customer (CU)**
- **Geographies (GE)**

