



## SOC 2 Type II Report

For the period April 1, 2024 to May 31, 2025

REPORT ON CONTROLS PLACED IN OPERATION AT  
SYSAID TECHNOLOGIES LTD.  
RELEVANT TO SECURITY, AVAILABILITY, AND CONFIDENTIALITY  
WITH THE INDEPENDENT SERVICE AUDITOR'S REPORT  
INCLUDING TESTS PERFORMED AND RESULTS THEREOF.



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## Section I – SysAid Technologies Ltd.'s Management Assertion

June 17, 2025

We have prepared the accompanying "Description of the SysAid Platform relevant to Security, Availability and Confidentiality throughout the period April 01, 2024 to May 31, 2025" (Description) of SysAid Technologies Ltd. (Service Organization) in accordance with the criteria for a description of a service organization's system set forth in the Description Criteria DC section 200 2018 Description Criteria for a Description of a Service Organization's System in a SOC 2 Report (Description Criteria). The Description is intended to provide report users with information about the SysAid Platform (System) that may be useful when assessing the risks arising from interactions with the System, particularly information about system controls that the Service Organization has designed, implemented and operated to provide reasonable assurance that its service commitments and system requirements were achieved based on the trust services criteria relevant to Security, Availability and Confidentiality set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy, in AICPA Trust Services Criteria*.

Carved-out Unaffiliated Subservice Organization: SysAid Technologies Ltd. uses Amazon Web Services ('AWS') to provide infrastructure management services. The Description indicates that complementary controls at AWS that are suitably designed and operating effectively are necessary, along with controls at SysAid Technologies Ltd. to achieve the service commitments and system requirements. The Description presents SysAid Technologies Ltd.'s controls and the types of complementary subservice organization controls assumed in the design of SysAid Technologies Ltd.'s controls. The Description does not disclose the actual controls at the carved-out AWS.

Complementary user entity controls: The Description also indicates complementary user entity controls that are suitably designed and operating effectively are necessary along with SysAid Technologies Ltd.'s controls to achieve the service commitments and system requirements. The Description presents SysAid Technologies Ltd.'s controls and the complementary user entity controls assumed in the design of SysAid Technologies Ltd.'s controls.

We confirm, to the best of our knowledge and belief, that:

- a. The Description presents the System that was designed and implemented throughout the period April 01, 2024 to May 31, 2025 in accordance with the Description Criteria.
- b. The controls stated in the Description were suitably designed throughout the period April 01, 2024 to May 31, 2025 to provide reasonable assurance that SysAid Technologies Ltd. service commitments and system requirements would be achieved based on the applicable trust services criteria, if the controls operated effectively and if the carved-out subservice organization applied the controls assumed in the design of SysAid Technologies Ltd.'s controls throughout that period.
- c. The SysAid Technologies Ltd. controls stated in the Description operated effectively throughout the period April 01, 2024 to May 31, 2025 to provide reasonable assurance that SysAid Technologies Ltd.'s service commitments and system requirements were achieved based on the applicable trust services criteria, if the complementary user entity controls and the complementary carved-out subservice organization controls assumed in the design of SysAid Technologies Ltd.'s controls operated effectively throughout that period.

A handwritten signature in black ink, appearing to read "A. Raif".

Alex Raif, Chief Information Security Officer,  
SysAid Technologies Ltd.

## Section II - Independent service auditor's report

To the Management of SysAid Technologies Ltd.

### *Scope*

We have examined SysAid Technologies Ltd.'s accompanying description titled "Description of the SysAid Platform relevant to Security, Availability and Confidentiality throughout the period April 01, 2024 to May 31, 2025" (Description) in accordance with the criteria for a description of a service organization's system set forth in the Description Criteria DC section 200, *2018 Description Criteria for a Description of a Service Organization's System in a SOC 2 Report*, (Description Criteria) and the suitability of the design and operating effectiveness of controls stated in the Description throughout the period April 01, 2024 to May 31, 2025 to provide reasonable assurance that the 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*, in AICPA Trust Services Criteria.

Carved-out Unaffiliated Subservice Organization: SysAid Technologies Ltd. uses AWS (subservice organization) to provide infrastructure management services. The Description indicates that complementary subservice organization controls that are suitably designed and operating effectively are necessary, along with controls at SysAid Technologies Ltd., to provide reasonable assurance that SysAid Technologies Ltd.'s service commitments and system requirements are achieved based on the applicable trust services criteria. The description presents SysAid Technologies Ltd.'s system; its controls relevant to the applicable trust services criteria; and the types of complementary subservice organization controls that the service organization assumes have been implemented, suitably designed, and are operating effectively at AWS. The Description does not disclose the actual controls at AWS. Our examination did not include the services provided by AWS and we have not evaluated whether the controls management assumes have been implemented at AWS have been implemented or whether such controls were suitably designed and operating effectively throughout the period April 01, 2024 to May 31, 2025.

Complementary user entity controls: The Description indicates that SysAid Technologies Ltd.'s controls can provide reasonable assurance that certain service commitments and system requirements can be achieved only if complementary user entity controls assumed in the design of SysAid Technologies Ltd.'s controls are suitably designed and operating effectively, along with related controls at the service organization. Our examination did not include such complementary user entity controls and we have not evaluated the suitability of the design or operating effectiveness of such complementary user entity controls.

### *SysAid Technologies Ltd.'s responsibilities*

SysAid Technologies Ltd. is responsible for its service commitments and system requirements and for designing, implementing, and operating effective controls within the system to provide reasonable assurance that its service commitments and system requirements were achieved. SysAid Technologies Ltd. has provided the accompanying assertion titled, SysAid Technologies Ltd.'s Management Assertion (Assertion) about the presentation of the Description based on the Description Criteria and the suitability of design and operating effectiveness of controls stated therein to provide reasonable assurance that the service commitments and system requirements would be achieved based on the applicable trust services criteria. SysAid Technologies Ltd. is responsible for (1) preparing the Description and Assertion; (2) the completeness, accuracy, and method of presentation of the Description and Assertion; (3) providing the services covered by the Description; (4) selecting the trust services categories addressed by the engagement and stating the applicable trust services criteria and related controls in the Description; (5) identifying the risks that threaten the achievement of the service organization's service commitments and system requirements; and (6) designing, implementing, and documenting controls that are suitably designed and operating effectively to achieve its service commitments and system requirements.

### *Service auditor's responsibilities*

Our responsibility is to express an opinion on the presentation of the Description and on the suitability of design and operating effectiveness of controls stated therein to achieve the service organization's service commitments and system requirements based on our examination.

Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants ("AICPA"). Those standards require that we plan and perform our examination to obtain reasonable assurance about whether, in all material respects, (1) the Description is presented in accordance with the Description Criteria, and (2) the controls stated therein were suitably designed and operating effectively to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria throughout the period April 01, 2024 to May 31, 2025. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error. We believe that the evidence we have obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

An examination of a description of a service organization's system and the suitability of the design and operating effectiveness of controls involves:

- obtaining an understanding of the system and the service organization's service commitments and system requirements.
- assessing the risks that the Description is not presented in accordance with the Description Criteria and that controls were not suitably designed or operating effectively based on the applicable trust services criteria.
- performing procedures to obtain evidence about whether the Description is presented in accordance with the Description Criteria.
- performing procedures to obtain evidence about whether controls stated in the Description were suitably designed to provide reasonable assurance that the service organization achieved its service commitments and system requirements based on the applicable trust services criteria.
- testing the operating effectiveness of those controls to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria.
- evaluating the overall presentation of the Description.

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

We are required to be independent of SysAid Technologies Ltd. and to meet our other ethical responsibilities, as applicable for examination engagements set forth in the Preface: Applicable to All Members and Part 1 – Members in Public Practice of the Code of Professional Conduct established by the AICPA.

### *Inherent limitations*

The Description is prepared to meet the common needs of a broad range of report users and may not, therefore, include every aspect of the system that individual users may consider important to meet their informational needs.

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 at a service organization may not always operate effectively to provide reasonable assurance that the service organization's service commitments and system requirements are achieved based on the applicable trust services criteria. Also, the projection to the future of any evaluation of the presentation of the Description, or conclusions about the suitability of the design or operating effectiveness of the controls to meet the applicable trust services criteria, is subject to the risk that the system may change or that controls at a service organization may become ineffective.

### *Description of tests of controls*

The specific controls we tested, and the nature, timing, and results of those tests are listed in the accompanying Description of Criteria, Controls, Tests, and Results of Tests (Description of Tests and Results).

### *Opinion*

In our opinion, in all material respects:


- a. the Description presents the SysAid Platform system that was designed and implemented throughout the period April 01, 2024 to May 31, 2025 in accordance with the Description Criteria.
- b. the controls stated in the Description were suitably designed throughout the period April 01, 2024 to May 31, 2025, to provide reasonable assurance that SysAid Technologies Ltd.'s service commitments and system requirements would be achieved based on the applicable trust services criteria if its controls operated effectively throughout that period and if the subservice organization and user entities applied the complementary controls assumed in the design of SysAid Technologies Ltd.'s controls throughout that period.
- c. the controls stated in the Description operated effectively throughout the period April 01, 2024 to May 31, 2025 to provide reasonable assurance that SysAid Technologies Ltd. service commitments and system requirements were achieved based on the applicable trust services criteria if the complementary subservice organization and user entity controls assumed in the design of SysAid Technologies Ltd.'s controls operated effectively throughout that period.

### *Restricted use*

This report, including the description of tests of controls and results thereof in the Description of Tests and Results, is intended solely for the information and use of SysAid Technologies Ltd., user entities of SysAid Technologies Ltd.'s SysAid Platform system during some or all of the period April 01, 2024 to May 31, 2025 and prospective user entities, independent auditors and practitioners providing services to such user entities, and regulators who have sufficient knowledge and understanding of the following:

- The nature of the service provided by the service organization.
- How the service organization's system interacts with user entities, subservice organizations, or other parties.
- Internal control and its limitations.
- Complementary user entity controls and complementary subservice organization controls and how those controls interact with the controls at the service organization to achieve the service organization's service commitments and system requirements.
- User entity responsibilities and how they interact with related controls at the service organization.
- The applicable trust services criteria.
- The risks that may threaten the achievement of the service organization's service commitments and system requirements and how controls address those risks.

This report is not intended to be, and should not be, used by anyone other than these specified parties.

  
Kost Forer Gabbay and Kasierer  
A member firm of Ernst & Young Global

June 17, 2025  
Tel-Aviv, Israel



## Section III - Description of the SysAid Platform relevant to Security, Availability, and Confidentiality for the period April 1, 2024 to May 31, 2025

### Company Overview and Background

Founded in 2002 and headquartered in Airport City, Israel, SysAid Provides services of IT Service Management software. SysAid's customers range from small businesses to Fortune 500 enterprises across 140 countries.

### Purpose and Scope of the Report

The scope of this report is limited to the controls supporting SysAid Platform and products and does not extend to other available software products and services or the controls at third third-party service providers.

*Note: Parenthetical references have been included in the following narrative as a cross-reference to the applicable control procedures included in the Description of Criteria, Controls, Tests and Results of Tests section of this report*

### Products and Services

SysAid is a service automation company that provides service management software mainly for IT teams to control all aspects of service management. From ticket sorting through workflows that eliminate the need for manual repetitive tasks, and empowerment of users to resolve common issues.