



EPOCH: An Education and Career Services Business

CASE STUDY

QualitaX AI Exposure Review

2026

At a glance

Epocha worked with QualitaX to help them govern their AI use and meet their customers and regulatory requirements.

A lightweight, ISO/IEC 42001-aligned framework surfaced missing controls early, brought AI, privacy, security and regulatory risk into one view, and turned AI assurance into a selling point.

CLIENT

Epocha, an AI-first business

SECTOR

Education and career services

FOOTPRINT

Offices in Seoul, serving clients around the world

ENGAGEMENT

QualitaX AI Exposure Review, 2026: a lightweight ISO/IEC 42001-aligned framework, no certification

The challenge: governance was initially seen as a brake

EPOCHA'S TWO PRIORITIES

1 Continue building and growing

The business was being redesigned entirely around being AI-enabled.

2 Run a more aggressive go-to-market

Move faster into the market and win more business.



QUALITAX'S CHALLENGE

Show that governance supports growth, not competes with it

Demonstrate that an ISO/IEC 42001-aligned framework, put in place now supported Epocha's priorities, without the weight or cost of a full ISO certification programme.

Epocha's concern: an ISO/IEC 42001-aligned governance framework would slow both priorities.

Our approach: baseline first, then build

01

Set the baseline

A clear, evidenced picture of where AI lives at EPOCH, what should be governed, where the gaps are and what fixing them involves.

- AI-footprint process map
- AI & systems register
- Supply-chain role determination
- Draft build scope and fixed-price proposal

02

Build the core foundations

Controls, records and evidence so EPOCH can answer its stakeholders' AI-assurance questions and prove it governs AI use ethically and responsibly.

- Integrated AI × Privacy × InfoSec risk register
- Controls implementation
- Completed supply-chain role determination

Flexible by design: EPOCH could stop after phase one, and the phase-one fee is credited to the build.

Phase one: setting the baseline

The goal: know exactly how AI is used at Epoque, at AI tools, what governance is needed, where the gaps are and what fixing them will involve



AI-footprint process map

A visual map of every process showing where AI is used, by whom, how and why.



AI & systems register

The operational inventory and single source of truth for AI assets, referenced in the AI Use policy.



Supply-chain role determination

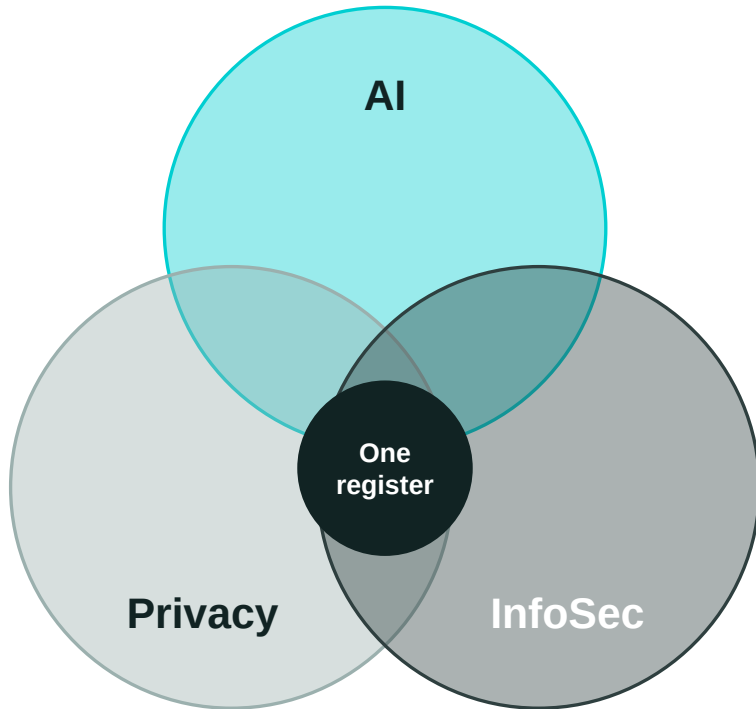
Clarifies which roles Epoque plays (AI producer, deployer, customer, subject) so controls target what is relevant.



Build scope and fixed-price proposal

An evidence-based plan to implement actionable, compliant and auditable AI governance controls.

Phase two: implementing the core foundations



One register that surfaced missing critical controls

1 Integrated risk register

One register covering AI, privacy and security risk, so EPOCH stops unknowingly stockpiling business risk.

2 Controls implementation

The risk treatment plan and key controls put in place, aligned to ISO/IEC 42001 and ISO/IEC 27001.

3 Completed supply-chain role assessment

A role-scoped self-assessment backed by real evidence, ready for their stakeholders' AI-assurance questionnaires.

Why it mattered: two ways governance helped



Surfaced risks faster while building

- The process map shows where AI is used, by whom, how and why.
- It fed the first AI & systems register, which informed the integrated risk register.
- The risk register revealed critical controls EPOCHa was missing, to address now rather than after an incident that could affect its customers and its business.



Helped EPOCHa scale better and sell faster

- It is easier to scale on defined processes and controls than on ungoverned ones.
- Security and AI-assurance questionnaires are starting to appear in procurement and funding questionnaires, especially in industries like education.
- EPOCHa can now answer them with real evidence.

For an AI-first company, AI risk is business risk. You don't want to accumulate it.

Outcomes Epocha now owns



Clear AI and systems view

An AI & systems register and a supply-chain role determination.



One integrated risk view

AI, privacy, regulatory and information-security risk together in one place.



Right-sized controls

A control framework aligned to ISO/IEC 42001 and ISO/IEC 27001, sized to the business.



A tailored AI policy

Built around Epocha's regulatory considerations, business objectives, AI tools, data and services.



A roadmap Epocha owns

A sequenced roadmap that Epocha is already putting into practice.

THE TAKEAWAY

A lightweight ISO/IEC 42001-aligned framework did not slow Epocha's business. It made it more resilient.

1 De-risked both

It surfaced missing critical controls before they became incidents.

2 Turned assurance into a sales asset

In a competitive market where AI assurance is still rare enough to stand out.