



How a data management company won three new contracts by demonstrating a robust information security management system

Customer needs

- Provide a structured framework to ensure specific security objectives are met
- Ensure compliance with laws and regulations and avoid unnecessary fines
- Win new business and gain trust of public sector clients

Customer benefits

- New business contract win worth £90K as a direct result of certification
- Independent verification of best practice for information security processes and procedures
- Enhanced customer confidence and perception of the organisation

“Although we have only recently gained certification to ISO 27001, there are at least three recent incidences where Cleardata has won contracts as a result of certification. The process ensures that we stop to think about all aspects of our security and continually monitor and improve, keeping us a step ahead of many of our competitors.”

David Bryce, Managing Director
www.cleardata.co.uk



Customer background

Cleardata is a document scanning and archiving company, providing secure document management services for businesses throughout the UK. Cleardata also supplies hosted document management systems and accounts payable processing services.

Robust information security is of vital importance to Cleardata since the company scans in excess of two million documents per month and provides a full off-site scan-on-demand document archive service. Clients include NHS trusts, local authorities and blue chip businesses, who require the processing of sensitive information such as patient and children's records, information relating to social services and planning, and personnel files.

Why certification

Managing director David Bryce says, "Cleardata is aware of the need to reassure clients that we manage their information and data security to the highest of standards. It was important for us to become independently certified to give that extra credence and confidence to our clients and stakeholders. Through our experience with ISO 9001 we realised that assessment and auditing from BSI would not only 'keep us on our toes', but also provide us with a structured and auditable approach to the way we manage data."

Implementation

In order for Cleardata to win the business and gain trust of public sector clients, the company has invested heavily to ensure both its quality and information security management systems meet the stringent

global standards of ISO 9001 (quality management) and ISO 27001 (information security management).

"Our quality management system has made a significant impact to the way our business is managed, especially the implementation and monitoring of corrective and preventative actions. This activity has enabled us to deliver an ever improving system, cost savings and enhanced customer benefits.

"With many high profile examples and incidents in the media, our clients are becoming ever more careful of their choice of supplier, and have security and quality upper most in their minds. There are several recent incidents in the media where companies have received heavy fines," continues Bryce. "This has encouraged us to build upon the ISO 9001 framework and develop a management system which specifically focuses on the security of our information.

"One of the biggest challenges we faced was making sure we fully understood the potential risks across all areas of the business. After our first meeting with BSI it became easier to analyse our current business situation regarding data security. The reaction of staff to the implementation of another management system has been extremely positive. With an existing grasp on quality management requirements, the team have now undergone risk reduction training for data leakage."

Benefits of working with BSI

Cleardata understands the importance of certification as a differentiator in a very competitive market and the information security management system standard,

ISO 27001, is particularly pertinent to its business.

"Management system certification with BSI helps us to win clients over our competitors by reassuring customers of proven quality management processes and secure data handling," states Bryce. "Our customers are increasingly sensitive about how their data is handled and being independently audited for the way in which we handle information security gives extra reassurance to them.

"Our clients know that if you are certified with BSI, you are, what you say you are, so brand recognition was an important factor in our choice of certification body," continues Bryce. "We have a long standing relationship with BSI since the implementation of ISO 9001 and so evolution to a second certification was a natural step for us. Since registration we have a new business confidence due to an ability to validate what we do. Our employees also have a better understanding of what is expected with regards to quality product lines and data security awareness."

Cleardata was recently awarded a £90,000 contract for scanning large format documents for a utility company. The deal was very competitive, with six other companies quoting for the work. Feedback from the customer indicated that choice was not price-based and that the fundamental reason for the contract win was based on the quality and security of the business.

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