

Finding the perfect fit



There's more to running a leading building refurbishment company than delivering quality interiors on time and within budget. As Dawn Clempson, HR and Training Manager at Murray & Willis explained, "It's just as important to demonstrate a total commitment to security and reliability." The answer? ISO 27001:2005 certification.

"Many of our clients are bluechip organisations that need confidence in their suppliers' security processes," said Dawn. "For example, if we're emailing sensitive blueprints and plans on new projects, they want to know we're doing whatever it takes to protect their data. While we already operate to many of the standard's requirements, securing ISO 27001 will help maintain their trust and win the trust of new clients."

ISO 27001 is the company's second foray into the world of international standards; Murray & Willis achieved ISO 9001: 2008 Quality Management. Almost immediately, the benefits became clear. "We'd been looking at ISO 9001 for a while," Dawn continued.

"IMSM approached us and steered the company towards certification. It's proved invaluable, particularly when completing client questionnaires. We simply tick a box and clients know immediately we're operating to annually audited standards." With ISO 9001 in place, Murray & Willis turned its sights on ISO 27001. Once again, IMSM was on hand to help: "We've recently started work on the standard."

"It doesn't just cover our IT systems. It enhances our people processes, for example our screening and checking of employees. For sectors such as finance and education, it's vital they can trust everyone working at their premises."

Now ISO 27001 preparations are underway, Murray & Willis is also working to gain BS 25999: 2006 Business

Continuity: "Together, these standards will give our clients the confidence of knowing our systems are secure and resilient."

IMSM has become an invaluable part of the Murray & Willis team. "We have a great relationship with our Assessor from IMSM," said Dawn. "They understand how we work and they are only an email away if we have any questions. Our Area Manager from IMSM, has also been exceptional, sourcing a lot of background information for me. They know exactly how to tie everything together."



Exceeding goals with ISO

WM Investigation provides private & commercial investigation services for banks & finance houses, locating people across the world. Their services include, investigation, surveillance, screening, process serving and tracing/finding/locating.

WM Investigation successfully completed both ISO 9001 and ISO 27001, which they believe complement each other well; the benefits have been astounding. WM Investigation's customers, such as the banks and local authorities, began asking if they had ISO 27001. ISO certification became inevitable.

Director, Malcolm Maycock said, "It is integral now throughout the business, we wouldn't get the customers we have today without the ISO".

WM Investigation deal with fraud, therefore data security is vital, this is where ISO plays a key role. ISO 27001 has proven essential as it gives WM Investigation the ability to confirm externally to customers of their security credentials.

ISO 27001 has helped WM Investigation to continually review everything, including their suppliers. "The ISO has absolutely improved our whole supply chain."

"We have exceeded our goals. We have picked up 3 tenders this year which we wouldn't have been considered for without the ISO.

"Since undergoing ISO 27001 we now promote our own employment screening product. Through the ISO we have devised this service, because you need it as part of your ISO 27001".

IMSM stood out amongst the competition, identified as a company that would be easy to work with. "Our IMSM consultant was brilliant".

High profile data security



Licence Bureau Ltd. provides quick employee driver licence checks against current DVLA and DVLNI records followed up by continual re-checking. Director Malcolm Maycock, believes their ISO 9001 & 27001 are essential to Licence Bureau's continued progression and success. Licence Bureau's customer base includes 20% of the FTSE 100, they handle a lot of personal data for highly important blue chip companies and so their ISO standards are integral, giving their high profile customers confidence in Licence Bureau.

"It is really important that, at all times, we are making sure that our processes and procedures are correct, because one fault or problem with them, and we could lose the client." The ISO has helped improve the company in all aspects. In particular winning tenders and sustaining customers who wouldn't consider Licence Bureau without the ISO. "It's not a case of 'the ISO has won us this', it is a case of 'we would not have even been in the game if we didn't have the ISO'."

"The ISO is great. Anyone we recommend ISO to, we recommend IMSM because we found our consultant so easy to work with which is fantastic. They were practical and straight speaking, with no private agenda. They came in and did the job and helped make our business better for us, which is great and just what we wanted them to do."

ISO 27001: 2005 Information & Data Security

Take control of your assets and assure customers that their data is 100% secure. To be competitive, profitable and trusted, information security is a must. ISO 27001 offers a comprehensive set of controls, based on best practice in information security, comprising of components such as confidentiality, integrity and availability. ISO 27001 gives both

clients and suppliers the confidence to trust an organisation with the safe-keeping of their information.

ISO 27001 quickly produces a return on investment, giving you thorough guidance on complying to regulatory and contractual requirements regarding data security, privacy and IT governance. This benchmark of quality demonstrates due diligence and makes it easy for you to provide stakeholders with information about your IT management policies, standards and procedures.