Embedding world-class information security management as the platform for rapid business growth

Customer needs

- To implement world-class, customer-centric information security systems
- To provide a compelling demonstration to existing and prospective customers that all necessary security controls are in place
- To apply systems that will enable rapid growth in the business

Customer benefits

- Certification demonstrates TSS Ltd's clear commitment to managing information security to an international standard
- It provides TSS Ltd with an important market differentiator and has already brought in new business
- It ensures TSS Ltd, and by extension its clients, are compliant with prevailing regulations
- Both heightened internal security awareness and the system's inbuilt requirement for continuous improvements ensure that quality is sustained

"Certification to ISO/IEC 27001 with BSI provides a compelling demonstration of our commitment to managing information security at an international level of best practice. The certification is clearly conferring a competitive advantage and we have won new business as a result."
Mark Treadwell,
Managing Director, TSS Ltd

raising standards worldwide™

ERS CONSULTANCY | **BSI**

Customer background

Based in Essex in the south of England, Thames Security Shredding (TSS) Ltd specialises in providing efficient and secure collection and destruction of confidential documents. The company aims to deliver a service that is highly flexible to meet customer need, and one that offers unsurpassed information security, giving customers complete reassurance. In recent years a market for specialist secure document shredding has emerged both because of regulation such as the Data Protection Act, and also because of the increasing incidence of identity theft.

Why certification

From its inception in July 2010, TSS Ltd knew that demonstrably secure controls and systems were going to be a key component of its business model. Founder and Managing Director Mark Treadwell therefore contacted BSI to discuss TSS Ltd's future plans. He quickly decided that certification to the ISO/IEC 27001 Management System standard with BSI would meet the company's needs. It would provide both a robust, scalable and legally compliant information security system; as well as reputable third party assurance that would demonstrate TSS's investment in information security to its customers.

Why work with BSI

BSI is among the world's leading assessment and certification bodies. Moreover it originated the base standard for ISO/IEC 27001. For TSS Ltd, in particular, it chose BSI because of its international operations and reputation. "We wanted to be certified by someone that our customers would recognse and value," says Mark Treadwell.

Implementation

At the outset TSS Ltd chose ERS Consultancy Ltd to help with its ISO/IEC 27001 implementation. "ERS Consultancy has provided a service not only very efficiently, but within the agreed costs of which I am extremely grateful," says Mark Treadwell. "ERS is a member of BSI's Associate Consultant Programme and has considerable experience in implementing the information management system security standard."

To put the standard in place, ERS began by conducting an initial information risk assessment to help identify the actions and priorities for managing information security risks. This highlighted some major gaps and other areas for improvements. It also confirmed that formal information security policies and procedures needed to be introduced to enable better documented and structured processes. Sonia Sooch, Senior Consultant of ERS Consultancy Ltd, explains: "As well as identifying gaps within an existing system, the advantage of the ISO/IEC 27001 standard is that it permits continuous monitoring and review, which then enables the management system to be continually improved".

Another key factor was to ensure that the risk assessment methodology was customised to fit the precise needs of TSS Ltd and its operations. ERS Consultancy sees this as an essential step in the implementation process – if the risk assessment methods do not fit with how the business is run, staff are unable to follow the methodology, thus resulting in a potential breakdown of the ISMS longer term.

Rajesh Shah, Managing Director of ERS Consultancy, comments: "The commitment and involvement of both the ERS

Consultancy and TSS Ltd's dedicated team meant that the ISO/IEC 27001 certification from BSI was awarded in November 2010, only four months after the project began, this being one of the quickest 27001 implementations to date".

From the potential shortlist of consultancies, Mark Treadwell comments that "ERS Consultancy had both the commitment and ability to deliver within a tight timeframe".

Benefits of working with BSI

The certification ensures that TSS Ltd will continue to run a more secure operation. Ongoing risk assessments highlight potential risks that may not have been considered otherwise and appropriate controls are implemented. There has been a significant change in attitude and heightened security awareness among all staff leading to better protection of confidential data, and regular assessments continually monitor that performance levels are maintained. Also regularly updated documentation ensures that the system is dynamic and responsive and that all security incidents are recorded and corrective actions taken as required.

Using the standard also means that TSS Ltd has been able to develop a risk-based business continuity plan that will minimise the impact of any security breaches or adverse events.

Finally, the certification ensures that TSS Ltd, and by extension its clients, will always be compliant with applicable data protection, privacy and IT governance laws and regulations. In a competitive marketplace, its ISO/IEC 27001 certification gives TSS Ltd a competitive edge in meeting contractual requirements and demonstrates compellingly that the security of its clients' information is paramount.

BSI
Kitemark Court, Davy Avenue, Knowlhill,
Milton Keynes, MK5 8PP, United Kingdom

T: +44 (0)845 080 9000
F: +44 (0)1908 228 180
E: certification.sales@bsigroup.com
www.bsigroup.co.uk/improve

For information about how to implement and gain certification to an information security management system standard, visit **www.bsigroup.com** or call **0845 080 9000.**

For more information on ERS Consultancy please visit **www.ersconsultancy.co.uk.**