

ISO 27001 Case Study

TNT Business Solutions ISO 27001 Implementation

The biggest challenge TNT faced in terms of implementing ISO 27001 was achieving compliance in a limited period of time. Business Solutions were facing the potential of losing the chance to secure valuable client business if they could not meet their agreement to commit to certification within a given timeframe.

With high pressures for first time results, the division sought Blackmores consultant support, thus ensuring policies and procedures were successfully embedded to meet the criteria for ISO 27001 compliance, without disrupting their business culture. With the encouragement of a professional consultant, staffs resistance to embrace change was minimal, and enabled the organisation to rise to the challenge and meet client expectations. The processes that needed to be put in place would have ordinarily taken twelve months, however with a collaborative approach the team were able to achieve compliance in as little as seven months.

Business functionality...

TNT Business Solutions heavily focus on processing high security data and information submitted from clients including, major banks, mobile phone companies and the healthcare sector. The print and mail they process and/or produce would typically include bank statements, cheques, letters, and mobile phone statements. For these reasons alone it was imperative to cover every possible risk.

Smashing barriers to entry...

Alex Morris, General Manager of Operations, TNT Business Solutions, explains how ISO 27001 certification has given them the competitive edge;

“Business Solutions initiated the implementation of ISO 27001 after we met a huge barrier to entry for new business with a valuable prospect. Client contracts specified that we would have to guarantee and commit to achieving certification for the ISO 27001 standard. Whilst continuously improving information security has always been one of our key objectives, suddenly achieving this international standard hit the top of our agenda.”

Since becoming certified in January 2009, TNT Business Solutions has never looked back, they continue to walk through barriers to entry for new business. Implementing ISO 127001 provided the ideal stepping stone for achieving the Payment Card Industry compliance standard (PCI). Incorporating ISO 27001 into their portfolio of certifications has also placed TNT in a uniquely competitive position.

TNT print services have now been put forward for the Print Weekly Awards as the only company who have achieved accreditation for all three standards; PCI, Mastercard and the ISO 27001 within their industry.

A united approach...

It can often be a challenge encouraging all members of staff to appreciate the value of company assets. TNT Business Solutions recognise that assets are not only tangible, but can also include intangible assets such as intellectual property and their corporate image. Employing 'Best Practice' in line with ISO 27001 involved colleagues taking ownership of parts of the internal system that enable the security of managed information. Such actions have resulted in employees increased understanding of why security measures are in place, and have led to a tight ship in terms of practice and prevention.

Nobody wants to crack the whip to ensure policy compliance, ISO 27001 provided TNT with an appropriate tool for proving the importance of security measures, highlighting potential risks, and encouraging a more security conscious approach.

Alex Morris goes on to explain, "**Compliance with our 'clear desk policy' is a prime example of how approaches towards security have improved. As soon as a site visitor was due on site, desks would be completely cleared, however soon after their departure, old habits would begin to return. Since implementing ISO 27001 the clear desk policy is continuously met without prompts, and resistance to comply has diminished.**"

Success from Basildon to Mauritius...

Alex explains what ISO 27001 has helped to achieve and how he would like to take this forward; "**The concept of an ISMS (Information Security Management System) is for an organisation to implement a series of integrated and continuously improving processes and systems, managing the security of information effectively, thus ensuring the confidentiality, integrity and availability of information assets and minimising information security risks.**"

Gaining ISO 27001 certification involved a lot of teamwork and dedication throughout the organisation and required involvement and buy-in from all levels of management. We are now working towards obtaining ISO 27001 with Blackmores in our Glasgow branch and will have this in place in 2010, following on from which, we will carry the same measures forward to our branch in Mauritius.

Blackmores flexible approach to helping us implement this standard has left us with policies that can be easily migrated to fit the requirements for all of our branches. Their support in ensuring we have water tight processes prior to being assessed by a certification body, are seamless from start to finish."