Reed Managed Services

"Achieving ISO 27001 allows us to demonstrate to our clients, employees and temporaries that we take IT data seriously and manage it using international best practice."

Sean Whetstone,
Head of IT Services, Reed Managed Services

Recruitment has become more of a science than an instinctive art. Technology has allowed the process of search and selection to become highly sophisticated, while stripping out much of the risk.

For Reed, the UK's leading specialist recruitment and human resources service provider, IT has a key role to play, both in the operation of the business and in the provision of the company's services to some of the world's best-known organisations.

The systems that deliver Reed's solutions to its customers are developed and maintained by Reed Managed Services.

REED

Snapshot

- ISO 27001 accreditation
- Tailored plan to achieve accreditation in 6 months
- Comprehensive audit of operational environment
- Risk assessment
- End-to-end gap analysis
- Delivers a competitive advantage
- Rapid implementation retains customers and wins new business

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What did Reed Managed Services want to achieve?

Information security is a critical issue in any industry, but when your business is concerned with personal employment records, and may involve making discreet approaches to senior executives, it is of paramount importance.

To add to the demands on today's IT-dependent companies, corporate governance regulations and data protection legislation have introduced new imperatives for information security. It is no longer enough to have effective security in place – you have to be able to prove it.

The new standard for information security is ISO 27001, the information security management system published in 2005. Companies that comply with the standard must be rigorous in applying it, particularly when dealing with third party organisations who may not have completed the certification process themselves.

For Reed Managed Services, achieving ISO 27001 rapidly became a critical strategic goal. Without it, the company could have placed precious customer relationships at risk, and limited its opportunities to win new business.

But achieving the standard is a complex and time-consuming process, that can distract key people from their main operational roles. Rather than direct resources away from its core business, Reed Managed Services turned to Cloud Business for help.

How did we help them succeed?

Information security is one of the core capabilities of Cloud Business, which has brought the company's team into close involvement with the ISO 27001 certification process. Account Manager Neil Denham has successfully helped a number of Cloud Business customers to achieve ISO 27001, and was assigned to the Reed Managed Services project.

"The need was urgent," he said, "and the Reed team also wanted to complete the process as efficiently and cost-effectively as possible. We devised a tailor-made plan for them, with the aim of achieving certification within six months."

Reed's existing information security policy provided a strong foundation for the project. Neil Denham devised a staged approach for the process, that began with a comprehensive audit of the operational environment.

"The first stage involves a combination of analysis with specific toolsets, and talking to the key people in each department," he says. "For all its formality, the ISO 27001 standard recognises one of the golden rules of data security – the people are usually the most fragile element of the solution."

A risk assessment highlighting the weak points within the network, and the mitigating factors that serve to reduce the risk, is produced. This is used as the basis of a detailed, end-to-end gap analysis that defines each vulnerability, and the steps that can be taken to address them.

The risk assessment takes into account the economics of the situation, allowing the customers to prioritise investment where it is most needed.

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Where Reed Managed Services happy with the result?

In Reed's case, the primary business benefit delivered by ISO 27001 certification is, quite simply, the ability to win and keep customers who demand the standard as part of the minimum requirement for their partners of choice.

The other crucial benefit of working with Cloud Business is the speed and efficiency of the service; Reed Managed Services achieved its certification within six months of starting the process.

Sean Whetstone, Head of IT Services at Reed Managed Services, commented:

> "Achieving ISO 27001 allows us to demonstrate to our clients, employees and temporaries that we take IT data seriously and manage it using international best practice.

> "To the best of our knowledge, we are the only recruitment company to achieve this certification and that gives us a competitive edge when speaking to our clients."

A final word about Cloud Business

We create transformative IT technology solutions that give our customers the protection and freedom to become the business they want to be.

With the right protection you can empower your teams to do their best work and seize opportunities to innovate and do more with your technology.

Our Cyber Security Services are designed to protect your business and drive productivity, collaboration and agility across your organisation.

Learn more about us at www.cloudbusiness.com.

For further information on how Cloud Business can support your migration to Office 365, please contact us at hello@cloudbusiness.com, or talk to us on 0845 680 8538.

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