

NAVEX™

NAVEX Customer Success Story

# Enterprise Software Developer Earns ISO 27001 Certification



## Highlights



INDUSTRY

Enterprise Software Developer



NUMBER OF EMPLOYEES

85



CHALLENGE

Obtain ISO 27001 certification



SOLUTION

A sustainable ISMS supported by NAVEX IRM

## Solution

SINGLE-PRODUCT

NAVEX IRM

INTEGRATED RISK MANAGEMENT

## Information Security Compliance with NAVEX IRM

- Manage compliance with multiple regulations, standards and rules
- Centralize policies, procedures, controls and citations in one interconnected database
- Enable data capture, documentation, reporting and collaboration for security compliance
- Leverage visibility and functionality to identify, assess and manage risks and threats
- Ensure regulation and standard changes are standardized, communicated and accessible
- Investigate and manage violations and incidents from discovery to documentation

To learn more about NAVEX IRM® solutions or to schedule a demo, please visit [www.navex.com](http://www.navex.com) or call us at

+1 866 297 0224.

## Challenge: Establish ISMS and Earn ISO 27001 Certification

Many organizations follow ISO 27001 requirements because it sets the standard for information security. Fewer companies go the lengths of earning ISO 27001 certification. It's a thorough application process that requires a sustainable information security management system (ISMS) that can comply with all seven ISO 27001 categories.

A small software development company set a goal: Achieve ISO 27001 certification, which would require a herculean compliance effort, as the company only had about 85 employees in total. And yet, the effort would pay off by charting an exciting future for the company.

A great many small businesses perform compliance using spreadsheets. Due to the rigors of certification, the software company knew it could never keep up using spreadsheets: no one could collaborate, nothing was centralized, and it was impossible to map data points.

ISO 27001 certification requires a best-in-class ISMS and an ongoing commitment. The Chief Technology Officer (CTO) was spearheading the project, and immersed themselves in building an ISMS capable of earning ISO certification.

The challenge, goal and desire were all present. What was missing was the technology to make it happen.

## Solution: NAVEX's GRC Platform, NAVEX IRM

The enterprise software developer selected NAVEX's solution, NAVEX IRM, known for its capabilities in integrated risk management (IRM). NAVEX IRM enables organizations to gain a comprehensive view of their business and operations from a risk perspective—connecting individual risk disciplines and managing them in one centralized program. The solution streamlines compliance with multiple regulations and standards, including ISO.

The company's CTO documented ISO 27001's seven categories of requirements in NAVEX IRM and then leveraged the solution's functionality to meet requirements, satisfy auditors and earn certification.

During the ISMS design phase, the CTO documented objectives, policies, procedures and macro roles, and developed the ISMS manual to govern the entire program, all in NAVEX IRM. As things change, this centralized documentation linked to processes makes it easy to update and keep the program current. Using a shared drive populated with spreadsheets would have been cumbersome and confusing.

## NAVEX IRM

### INTEGRATED RISK MANAGEMENT

#### Integrated Risk Management

Integrated Risk Management (IRM) is the collection of practices and processes that offer a comprehensive way to identify, assess and prioritize risk throughout an organization. NAVEX IRM, a GRC and Integrated Risk Management solution from NAVEX, equips users and business leaders to manage risk from the endpoint to the enterprise.

NAVEX IRM's integrated risk management capabilities address eight business use cases:

- Compliance and policy management
- Vendor risk management
- IT risk management
- Continuous monitoring
- Business continuity management
- Operational risk management
- Audit management
- Health and safety management

The monitoring phase requires measuring against a set of objectives. Leveraging NAVEX IRM, the CTO tracked progress toward objectives using key performance indicators, uptime statistics, capacity metrics, backups and status with third parties. Collecting and reporting on this data would normally require the expertise of many across the organization and take weeks. Dashboards in NAVEX IRM provided the CTO with instant access to information with the capability to complete tasks.

ISO 27001 certification entails two on-site audits separated by 60 days, plus annual surveillance audits. Having outside auditors in the office can be nerve-racking for any organization. Evidence gathering can result in individuals scurrying around and emails flying. When meeting with ISO auditors, the CTO could answer all questions with a show-and-tell in NAVEX IRM. Audit findings were easy to record with details on root cause analysis, corrective action plans, remediation activities and verifications.

#### Results: Certification Day

The day the enterprise software developer achieved ISO 27001 certification was a signature win for the company. Given ISO 27001 is the most recognized symbol for data protection in the world, certification gave the company tremendous credibility with securely managing customer data.

The marketplace took notice, whether it was current customers, competitors or prospective companies looking for an advantage to tip the scales or influencing industry analysis firms' views. For the CTO, it was the satisfaction of setting a bold goal and leading the firm in accomplishing it with an assist from NAVEX IRM.

[WWW.NAVEX.COM](http://WWW.NAVEX.COM) | [info@navex.com](mailto:info@navex.com) | +1 866 297 0224

NAVEX is the worldwide leader in integrated risk and compliance management software and services. Our solutions are trusted by thousands of customers around the globe to help them manage risk, address complex regulatory requirements, build corporate ESG programs and foster ethical workplace cultures.

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