



Established for over 15 years, Cardinus Risk Management Ltd. is a supplier of innovative Safety and Risk Management solutions to organisations in the UK and globally. Part of the THB Group, Cardinus uses a mix of bespoke software solutions, e-learning, training and consultancy to help organisations manage and mitigate safety and compliance risk. Headquartered at East Grinstead, Cardinus operates out of two UK sites.

Cardinus has a wide range of customers across both private and public sector organisations. Providing e-learning hosting services to support its applications means that they also store data for clients. Operating in a competitive market space, Cardinus was keen to develop business in new sectors but needed to differentiate itself from the rest. In an increasingly security conscious world, Cardinus was also finding that more and more clients were starting to request demonstrable assurances that their information was being appropriately secured, but Cardinus had no easy way of providing this. It had also become clear that, as an organisation managing information in a technological environment, security needed to be embedded as a culture, not just in response to client demand.

With these business drivers identified, Cardinus felt the best option was to seek certification to ISO27001, the globally recognised, defacto standard for information security management. This would introduce a culture of accountability and responsibility consistent with the service Cardinus offers to its customers. Not only was it a strategic priority but also a clear demonstration of how Cardinus operates. In practical terms, Cardinus understood that it would also deliver evidenced good practice to clients and offer the ability to demonstrate total compliance.

The decision was made to seek outside assistance and Cardinus undertook the task of finding an expert ISO27001 consulting partner to support them through the process of compliance and eventual certification. Six potential partners were identified, requests for proposals sought and Advent IM was the preferred choice.

Barbara Snape, Cardinus Director of IT said, “Advent IM won the contract on the basis of their unique mentoring approach. This approach was very much in line with our needs, offering flexibility and support for our in-house team. We are completely committed to maintaining compliance so it was important to us to have a full understanding of the standard and the process required to maintain it ourselves. We needed to understand the scope of requirements and build these into our daily activity. Advent IM offered us a bespoke service that enabled exactly that.”

Compliance with the standard had started to progress on an informal basis within the organisation following some of the recommended controls. Therefore, Advent IM began by understanding the Cardinus business and existing information security processes and procedures. A member of the Cardinus team was appointed to own and manage the project under the guidance of Advent IM’s consultant and with the support of Cardinus Senior Management. Through a series of one-to-one mentoring sessions, information assets were identified, valued and documented and an Information Asset Register created so that the business understood the information it held. An accepted Risk Assessment methodology was developed and a risk assessment conducted on the information assets.

From there Advent IM helped Cardinus identify what security controls were required to achieve compliance and a risk treatment plan was created. From this prioritised list of actions, appropriate policies, procedures and business processes were created and implemented. In addition, the ‘all important’ management system, often the part most overlooked by organisations implementing ISO27001, was defined and processes including Corrective Actions/Preventative Actions (CAPA), internal auditing and management review were established.

Cardinus successfully achieved certification and are now reaping the commercial and business process benefits of adopting ISO27001. They are able to state with evidential confidence that information security is a key part of the client experience. This has led to an increase in business opportunities, revenue and expansion for the company.

Following this achievement, Barbara reviewed the experience of working with Advent IM.

“Our experience of Advent IM is that they are great people to work with; friendly, professional and knowledgeable. Our expectations were exceeded and our successful certification was the result of a collaborative project. Cardinus now has a highly effective and accredited Information Security Management System and has met a business growth imperative. We would not hesitate to work with them again.”