

CASE STUDY

RIVERLITE

IT SOLUTIONS AND MANAGED SERVICES

Information security management system (ISMS) tailored to clients' requirements

Company

Riverlite

Region

United Kingdom

Intertek Solutions

Management systems auditing and certification

Riverlite is an IT Solutions and Managed Services Provider, serving customers of all sizes in a wide variety of industry sectors across the UK. Riverlite's comprehensive range of IT services include everything from simple product provision to a complete managed outsource.

The company is passionate about the services it provides, and especially the impact these have and the benefit to their clients' business.

'Certification is the foundation to ensuring a superior customer experience.'

Daljit Paul,
Service Operations Manager,
Riverlite



The challenge

Information security and the risk of data breaches are increasingly seen as areas of concern for organisations of all sizes and in all sectors of the global economy. Naturally, this is especially crucial for an IT Services provider, such as Riverlite.

Founded in 2008, Riverlite provides a range of services, including Systems & Application Hosting in a Private Cloud, Telecommunications & VoIP, Support Desk Solutions, Remote Proactive Monitoring, Asset Management Solutions and Cyber Security. Since 2008, the company has grown organically and by referral, coupled with impressive client retention rates. This is testament to Riverlite's excellent customer service and the importance the company places on being a trusted supplier who understands their clients and supports them in what they are aiming to achieve.

For Riverlite, therefore, it is vital to demonstrate the company's commitment to quality and attention to detail in regard to information security, providing external recognition that the company's IT services

and solutions are backed by internationally recognised standards.

The solution

Certification to ISO 27001 (Information Security Management) and ISO 20000 (Information Technology Service Management) provides Riverlite's customers with confidence that the company follows information security best practice and therefore reduces the risk of data breaches of their IT environment. The system ensures Riverlite is meeting its legal obligations, while also fostering continuous improvement and enhancing the company's reputation. From an internal point of view, the system:

- Provides Riverlite with clear lines of ownership
- Empowers the company's teams to make decisions
- Leads to reliable delivery of IT services

Intertek worked closely with Riverlite headquarters in Cambridgeshire to define a customised programme to make sure they reach their ambitious goals. As a result of this work, Riverlite has received:

- Integrated audits of ISO 27001 and ISO 20000 coordinated by the UK Intertek team. This team has been able to coordinate audits for both standards, helping to reduce the number of site visits – therefore saving Riverlite valuable time and money, and guaranteeing consistency of service
- Access to Intertek's bespoke auditing software, iEnable, which enables the company to carry out SWOT analysis and benchmarking for their sites and individual standards
- Potential expansion initiatives have been reviewed as the organisation expands. Discussion points include: ISO 22301 Business Continuity Management certification and ISO 9001 Quality Management certification, which would easily integrate into Riverlite's existing management system



The result

Riverlite's services and solutions are delivered with uncompromising quality and attention to detail, all backed up with ISO 20000 and ISO 27001 certifications. By rigorously applying these standards to their operations, Riverlite's Information Security Management and Information Technology Service Management systems have benefited in the following key areas:

- **Clear lines of demarcation:** every member of Riverlite's staff understands what is required from them to ensure the customer journey is trouble free.
- **Scalability:** the standards empower staff to make decisions and negate the need to escalate to management to make day to day operational decisions.
- **Customer Confidence:** the certifications ensure we measure key customer KPIs and delivery the service customers expect.

Summarising the ongoing relationship with Intertek, Riverlite's Service Operations Manager, Daljit Paul, said: "Riverlite have found Intertek to be very responsive, knowledgeable and most importantly thorough in their approach to auditing and they really do test our systems. Intertek cover a wide range of standards and therefore provide a one stop shop for ISO 20000 and ISO 27001."

'Intertek's flexibility and openness to new and different approaches helps to add value through the audit process.'

Daljit Paul, Service Operations Manager, Riverlite

With further management system enhancements likely in the near future, Intertek will continue to provide additional client assurance and add value in the audit approach, providing additional certifications and limiting the business impact in both time committed and cost.

Total Quality Assurance

Intertek is an industry leader with more than 44,000 employees in 1,000 locations in over 100 countries. We deliver Total Quality Assurance expertise 24 hours a day, 7 days a week with our industry-winning processes and customer-centric culture.

Contact one of our experts to discuss your organisation's requirements regarding ISO 20000 or ISO 27001 certification, and with any questions you may have on the subject.

FOR MORE INFORMATION

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