Techgate achieves ISO 22301

The challenge

Techgate is an industry renowned provider of highly available, secure and flexible IT infrastructure services. The company delivers highly resilient IT production systems and state of the art disaster recovery solutions. Techgate has been providing managed hosting and business continuity services for more than ten years.

During that time, Techgate has evolved into a fully fledged managed service provider, supplying enterprise-class levels of availability, security and compliance. All of Techgate's solutions are delivered from UK based Tier 3 Data Centres and their wholly owned, highly resilient network infrastructure.

Techgate plc developed its own business continuity management system (BCMS) and was accredited to BS 25999:2007. This meant they had to convert to ISO 22301 when this replaced the older standard.

Techgate turned to Jermyn Consulting as industry leading Business Continuity experts to provide expertise and guidance to aid the transition. Jermyn had previously developed a scenario-based management exercise and reviewed the content of the BCMS. Because of the success of previous work, there was a high degree of trust in Jermyn's ability to engage with Techgate's staff and to provide clear, pertinent advice and guidance.

With an expanding business winning significant commercial contracts and customers with deadlines to meet, it is essential that Lockwell can maintain service levels if operations are disrupted. Operations Director Ian Wright turned to

> **"Jermyn have always worked extremely well with our people and have a thorough understanding of the subject"**

The Jermyn Consulting solution

Jermyn Consulting conducted a system audit and gap analysis, specifying where components of the BCMS would need to be changed to align with the requirements of ISO 22301. In conjunction with this Jermyn Consulting was instrumental in training the new business continuity manager in the role, the requirements of ISO 22301 and the components of the BCMS.

The new business continuity manager also took on responsibilities for information security, ahead of an ISO 27001 surveillance visit. Jermyn Consulting provided exclusive subject-matter training in ISO 27001 and the Information Security Management System (ISMS).

Mentoring the new business continuity manager and providing assistance in implementing the changes, was required to ensure a successful transition.

The outcome

As a result of the positive action plan that Jermyn Consulting developed and implemented, Techgate successfully achieved transition to ISO 22301 and passed the ISO 27001 surveillance, deeming the project a major success.

Jermyn Consulting Director, Gary Donlon commented; ""We are delighted that Techgate plc has successfully transitioned to ISO 22301, supporting the company's commitment to providing truly resilient IT services to its clients.

"We provided a cost-effective way of supporting the incumbent business continuity manager through knowledge transfer of the subject matter, and mentoring during the implementation works. As trusted business continuity and information security advisers, our model is to work with, not for, our clients to ensure successful outcomes. Our 100% success rate is testament to this approach.

JERMYN consulting

enabling resilient organisations
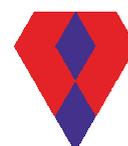
Techgate achieves ISO 22301

Testimonial
Graham Green, Techgate's Operations Director said:

"Having worked with Jermyn Consulting in the past, Techgate plc, a supplier of high availability cloud infrastructure and Business Continuity services, had no hesitation in asking them to help with the transition of their BS 25999 BCMS to the requirements of ISO 22301.

"Jermyn have always worked extremely well with our people and have a thorough understanding of the subject matter as well as the challenges and pitfalls that can arise from implementing this Management System in a SME. During the transition process they provided a light touch approach that was very efficient, providing us with lots of value-add and the outcome that we wanted.

"Techgate believes that its BCMS, along with its Information Security Management System (ISMS), underpins the management and technical approach to providing the resilience and security to all business practices that their customers are looking for and appreciate.

Graham added that "Jermyn Consulting's support through the transition from BS 25999 to ISO 22301 helped us ensure that we successfully negotiated the transition audit at the first attempt. We have no hesitation in recommending them to other business of a similar size. Having these accreditations allows Techgate to prove to its customers that we provide and maintain the highest levels of service deliver and management for its bespoke IT solutions."

JERMYN
c o n s u l t i n g
enabling resilient organisations