



CASE STUDY DCSL SOFTWARE

DCSL Software create bespoke software for the likes of BT, IKEA and Virgin Media. Certification to ISO 9001 and ISO 27001 helps them stand out from the competition and demonstrate their commitment to delivering great service.

- Bespoke software provider achieve ISO 9001 and ISO 27001
- Ensures they meet and exceed industry best practice
- Demonstrates to clients that their data is in safe hands
- Certifications have helped to win new business

"I think if a company is considering us and comparing us with a competitor, they'll see that we've got the ISO Standards and understand the work involved to achieve them – it demonstrates that you are committed to running your business properly."

THE CHALLENGE

Nick Thompson, Managing Director, had found from competitor research that a number of competitors were displaying ISO logos on their website, indicating that ISO certification was a clear sign to clients that due diligence had been done in a process driven environment.

"I could see that competitors had the ISO logos on their website and when we went for tenders, questions around ISO certification kept coming up, so we started looking into how we could achieve them."

THE SOLUTION

DCSL sought to demonstrate to both prospective and existing clients that they are a cut above the rest. Whilst many companies claim to offer a quality service, not many can actually prove it. Nick therefore looked at the ISO 9001 quality management standard as a way of ensuring best practice within the company. Nick explained;

"Research showed us that ISO 9001 certification demonstrates the company is following a due process and takes care and pride in what they do, and we liked that."

With the world increasingly storing data online, ISO 27001 also provided an opportunity for DCSL to reassure clients that their data was safe whilst under their responsibility. Nick commented;

"Part of what we do is to look after client's data, so we have to make sure we do it in a secure way. Cyber security is a hot topic and, with ISO 27001, we can confidently say, that's OK, we've got the British Assessment Bureau's certification."

The start of the certification process begins with an initial Stage 1 audit by a BAB assessor. A Gap Analysis is included so organisations come away knowing exactly what is needed in order to achieve successful certification. Whilst the idea of an audit can be daunting, the reality is many businesses are doing plenty of good things already, it's just that processes aren't formalised. Nick commented on his experience;

"We found that we had a lot of things in place, but just not described in the way that ISO likes to put it! We had a lot of processes already; for example, we stored histories of complaints, held databases of our clients and so on...we just needed to adjust and slot them into the definitions that ISO require."

Implementing an ISO management standard provides an opportunity to question how things are done and to see what can be made simpler and more efficient, for the benefit of staff and clients. Nick explained how implementation went, saying;

"We found the implementation process relatively straightforward; BAB provided useful templates that we were able to manipulate for our own purposes, and our Assessor was really interactive and involved. It was reassuring to have him at the other end of the phone."

THE RESULTS

For their clients, ISO 9001 promises the company is committed to providing a high level of service, consistently. Meanwhile, DCSL join the likes of Xerox in providing assurance to their clients that data is safe in their hands, thanks to help from ISO 27001. Nick summed up the value of certification;

"We won a major tender back in 2014, and I know that one of the questions asked during the process was about our ISO certification and we were able to proudly say, yes, we have certification. Without that, I think there would have been less of a chance. Now, we mention it in all of our sales pitches".