IMPACT

MULTI STANDARD

Ping Network Solutions are a respected, engineering-led and focused partner that has successfully delivered complex IT projects across Scotland, the UK, Europe, America and Asia. They deliver proactive network management solutions that provide clients with vital, business-relevant data on critical network elements.

David Spence - the Operations and Engineering Manager at Ping Network Solutions, decided to implement ISO 9001 and ISO 27001 as they wanted to "improve standards and business practices." This also ensured that their customers had "confidence that we as a company take Quality and Security seriously."

The decision to work with IMSM is best described by David, "We decided to use IMSM to help and support us through the process. We were fairly new to this as a company and to have a company like IMSM guiding us through the requirements saved us time and gave us the confidence to present to the external auditors, knowing we had everything covered. IMSM were brilliant with us and their approach was second to none. We heard from other companies that had used IMSM in the past and the feedback was so good it was an easy decision for us to engage with them."

Ping Network Solutions initially endeavoured to implement ISO 9001 and ISO 27001 internally. Therefore, the benefits of working with IMSM are clearly identified through their prior experience without the support of an IRQA qualified assessor, "Before we engaged with IMSM, we worked through the requirements on our own. We thought we were doing well and on the right lines. We engaged IMSM initially to go over where we were with the process and it was apparent there was still quite a bit of work

to complete. I can honestly say without the help from IMSM, we would not have got through the audit. Their consultants were excellent and took us through the requirements step-by-step and made things simpler and easier to understand." With the expert hands on implementation service that IMSM provides, Ping Network Solutions "managed to implement the ISO's and passed the Audit first time."

"We have had ISO 27001 and ISO 9001 implemented for over 12 months and in that time, we have managed to secure major contracts where ISO certifications are mandatory. So absolutely we have seen the benefits."

"If we were to go for other ISO certifications, I would engage with IMSM sooner as this definitely cuts the time significantly."

A business's first point of contact is their dedicated Area Manager, who is there to provide the required information and outline the process, "there is no hard sell. With the experience they had, they knew where we were in the process and where we had to adapt to be successful." The second major puzzle piece is the dedicated IMSM Assessor who works to ensure it is simple and smooth, "Going through the process was made simple, and already having been through several practice audits, we knew we were in a good place."