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One step ahead:
Standards as a strategy

Telesoft Technologies designs, manufactures and delivers Government infrastructure, telecom solutions and cyber security products and services. With a multi-million-pound annual turnover, they have offices in the UK, India and a presence in the US to deploy their products and services all over the world.

From their early days, **Telesoft Technologies** recognized that if they wanted to be a key player in the market, then they would have to raise the bar on client satisfaction.

From market research and client feedback they concluded that the best way for them to meet their objectives of driving growth and value was to implement a structured framework.

Since then, the organization has been an avid user of management system standards. They have experienced the benefits of how the implementation of standards enabled them to actively achieve their business objectives.

bsi | ISO 9001 Quality Management Systems CERTIFIED | ISO 14001 Environmental Management Systems CERTIFIED | ISO 45001 Occupational Health and Safety Management CERTIFIED | ISO/IEC 27001 Information Security Management CERTIFIED

Learn more about <u>Telesoft Technologies</u>.

TELESOFT

> **"We strive to meet our commitments and always operate to the highest standards of industry behaviour and integrity"**
>
> Telesoft Technologies

Why did Telesoft Technologies use standards?

As **Telesoft Technologies** looked to establish themselves and grow their operations in the competitive industry of digital solutions, they chose to implement a standards-led strategy to tackle emerging challenges.

BS EN ISO 9001:
Quality matters

To be competitive and establish themselves when starting out, Telesoft Technologies needed to evidence their commitment to providing high quality products and customer satisfaction. As a result, the first standard Telesoft Technologies implemented was **BS EN ISO 9001** Quality Management Systems.

BS EN ISO 9001 proved to be the solution to their competition challenge, providing them with a clear and structured framework to embed quality management into their processes. They could then demonstrate their adherence to this recognized guidance to clients, cementing their market presence.

Learn more about **BS EN ISO 9001** here.

BS EN ISO/IEC 27001:
Security of information

As Telesoft Technologies were beginning to grow, the challenge of ensuring the security of information was becoming paramount in all industries.

With a particular focus on growing their cyber security services, Telesoft Technologies recognized the urgent need for them to be able to prove that they were protecting data when dealing with their clients, suppliers and other organizations.

It was these factors that were the driving force for Telesoft Technologies to implement **BS EN ISO/IEC 27001** Information Security Management Systems. This framework enabled them to ensure they were complying with information security regulations.

BS EN ISO 27001 also helped them to minimize cybersecurity risks in the supply of their critical infrastructure protection, managed services, and smart data intelligence, making them a trustworthy choice for clients.

Learn more about BS EN ISO 27001 here.

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⦿ BS EN ISO 14001:
Compliance and cost-saving

In response to the increasing demand for businesses to prioritize environmental challenges, Telesoft Technologies implemented **BS EN ISO 14001** Environmental Management Systems.

They did this not only to reduce the negative impact on the environment of their operations, but also due to growing demands from their clients for the business to evidence the environmental measures they have in place.

BS EN ISO 14001 enabled Telesoft Technologies to take a systematic approach to reducing their environmental impact, as well as identify how to meet current and future climate-related legislation.

Learn more about BS EN ISO 14001 here.

⦿ BS ISO 45001:
Improving health and safety

As a new business, it was also important for Telesoft Technologies to support the health and safety of their growing team.

To ensure that their employees around the world were working to a high level of safety, they implemented **BS ISO 45001** Occupational Health and Safety Management Systems. This framework helped them to manage the working conditions of their employees to guarantee their needs were being met.

Learn more about BS ISO 45001 here

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The 4 steps of standard implementation

To manage the effective implementation of each of these four standards, Telesoft Technologies took the following approach:

1 Purchase a copy of each standard from BSI

2 Put together a top-level project plan which includes the following:

- Define company goals
- Secure management commitment
- Select project leader
- Build implementation team
- Hold kick-off meeting
- Conduct preliminary review
- Develop project plan
- Secure resources
- Initiate employee involvement
- Monitor and communicate progress

3 Use project plans to implement the standard, defining timescales and costs

4 Introducing and changing the relevant policies to meet the framework, training staff on the new processes where necessary.

All the guidance in the management standards purchased by Telesoft Technologies are designed to be harmonized with each other. This makes implementing the processes and principles of multiple management system standards a lot easier. The frameworks can be streamlined and integrated to create one central management system.

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What are the benefits of these standards to Telesoft Technologies?

By implementing **BS EN ISO 9001, BS EN ISO 14001, BS EN ISO/IEC 27001 and BS ISO 45001**, Telesoft Technologies now have in place a solid framework for increasing efficiencies across the business - from product realization to customer satisfaction.

The benefits they have experienced include:

- Securing significant revenues from clients such as Vodafone and EE, who would only work with suppliers who had implemented the **BS EN/IEC 27001** framework

- Having a simpler tender process and giving them a competitive advantage over businesses who haven't implemented these standards

- Cost savings from the energy reduction guidance provided in **BS EN ISO 14001**. For example, Telesoft Technologies now have LED lighting throughout their offices and have a lower carbon footprint

- Meeting legislative requirements around data protection, the environment and health and safety

- Having a centralized risk management process to cover the expectations of clients, environmental concerns, information management controls and hazard identification

Overall, Telesoft Technologies now find they can meet client and market requirements around quality, data security, health and safety and the environment — staying one step ahead.

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Learn more about <u>Telesoft Technologies</u>.

Why BSI?

For more than a century, BSI has been helping to embed excellence into the way people and products work.

That means showing businesses how to improve performance, reduce risk and achieve sustainable growth. As a global leader in helping organizations improve, BSI's clients range from high profile brands to small, local companies in 193 countries worldwide.

As the UK's National Standards Body, BSI's standards inspire excellence across the globe. With over 80,000 clients in 172 countries, we publish around 2,500 new standards every year and there are around 25,000 current standards covering every conceivable sector of business and industry.

Our standards and services improve performance and support the work of businesses regardless of size or sector.

You can explore the full collection of BSI's standards on Knowledge – the platform revolutionizes the way you buy, manage and learn about standards.

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