

Leading IT consulting firm implements ISO solution to build confidence and ensure consistency across Canada



“Becoming ISO certified has helped our company be consistent across all aspects of our business while expanding through Canada. As we continue to grow we are confident that clients and consultants, regardless of which city they live in, are receiving the same quality service from Veritaaq.”

Paul Genier
President
Veritaaq

Customer needs

- Veritaaq was expanding its service offerings nationally but service and processes were not always consistent.
- The company required a solution to ensure consistent, high-quality service no matter where clients were located.
- ISO certification was viewed as a way to provide clients and consultants with consistency and confidence in a highly-competitive industry.

Customer benefits

- Implementing ISO 9001 Certification allowed Veritaaq to clearly document all processes within the organization and keep systems up-to-date.
- The system manages institutional knowledge to help train new employees and facilitate succession within the organization.
- ISO Certification allowed Veritaaq to deliver consistent, high quality service across Canada as it expanded and grew as a company. Consistency, paired with continual improvement and solid processes, continues to give customers the confidence needed to see Veritaaq as a trusted business partner.



Customer Background

Veritaaq is an IT consulting firm with more than 30 years of experience, delivering expert, professional consultants to Fortune 500 clients in the private and public sectors across Canada, helping them complete high-level IT projects.

Branham300, the definitive listing of Canada's top publicly traded and privately held Information and Communication Technology (ICT) companies, as ranked by revenues, ranked Veritaaq among the top Canadian companies in various categories for its ICT work.

The company has 68 internal employees and is headquartered in Ottawa, ON, with offices in: Toronto, ON; Montreal, QC; Calgary, AB; Vancouver, BC and Edmonton, AB.

Core offerings of the organization

Veritaaq consultants have an average 10 years of experience in a wide range of skillsets including:

- Management Consulting
- Enterprise Systems Analysis and Integration
- Systems Analysis
- Business Intelligence
- Mainframe Systems Programming and Support
- Quality Assurance and Testing
- Help Desk and Technical Support
- Contract Administration and Payrolling
- Project Management
- Business Analysis
- Web Application Development
- Software Engineering
- Database Design, Development and Administration
- Network and Infrastructure Support
- Technical Writing
- IT Security



Needs / Drivers/ Challenges faced by the organization

The key challenges Veritaaq faced involved providing consistent services across all branches during the company's geographic expansion.

The management team needed to develop an internal mechanism for consistency to ensure that its clients and consultants remained satisfied no matter where in Canada they were located.

The company also wanted to develop brand recognition in new markets and felt that ISO certification would lend credibility to the organization.

The BSI Solution

BSI is Veritaaq's Certification Body and conducts its ISO 9001 audits annually. BSI auditors critically review Veritaaq's systems to confirm if standards and processes that were laid out are being met. Auditors provide managers with a number of opportunities for improvement.

Veritaaq also uses BSI's training services to equip its staff with the tools needed to manage certification effectively.



Why BSI?

Veritaaq chose to work with BSI due to the organization's reputation. A trusted source suggested that BSI would be the best registrar due to its high level of integrity in reviewing systems objectively and accurately.

Choosing a third party registrar gives Veritaaq's clients confidence that its system is sound and credible.

ISO 9001 Implementation

While Veritaaq's executive team had some processes in place, there was no framework around them.

The documents were static but, with a rapidly growing company, it was crucial that they could grow and adapt to the changing environment of the company.

The top five key processes were identified and rolled into a Quality Management System (QMS).

After the Quality Management System was in place, Veritaaq performed semi-annual internal audits to ensure everything was up to par.

The quality management solution also forced Veritaaq to begin formally tracking customer satisfaction.

This created solid evidence of its clients' and consultants' satisfaction levels, and provided Veritaaq with a benchmark as well.



BSI and Veritaaq partnership drives results

The cooperation between the management teams at Veritaaq and BSI Canada demonstrates a true partnership.

With both organizations being committed to business excellence and continual improvement, Veritaaq's quality management system continues to deliver results.

Long Term Benefits of the BSI Solution

The ISO certification and implementation of the solution guarantees Veritaaq will have continued consistency as expansion continues.

With due diligence and forming new habits, Veritaaq executives were able to see its QMS as a crucial step to forming or changing any process, and eventually documenting items of interest became second nature.

The outcomes of implementing the BSI solution include: greater market access; compliance benefits; risk reduction; process improvements; and overall benefits to the brand reputation.

Internally, training has been standardized so that external services meet the high standards towards which Veritaaq strives.



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Your business could benefit from ISO 9001, just like Veritaaq
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The BSI certification mark may be used on your stationery, literature and vehicles when you have successfully achieved certification and conform with applicable guidelines.

The mark shall never be applied directly on the product or service.