



Certification to major standards has had a healthy impact on Riskex – both internally and externally

“Having standards in place helps ease the growing pains for a rapidly expanding company, because it forces you to be more methodical. We’re growing fast and looking at what other certifications we can achieve”

James Sharp,
Director/Head of Software Development,
Riskex

Certification benefits

- Winning new business
- Gaining competitive advantage
- Improved quality of products and services
- Increased efficiency and improved security
- Simplified tender processes
- Standards-based culture, a more engaged workforce

At a glance

Software as a Service specialist Riskex has grown rapidly over the last decade, providing its clients with a range of cloud-based services and solutions to manage health and safety matters. In recent years, the company has recognized the benefits of a standards-driven environment, working with BSI to achieve certification.

Being certified to ISO 9001, ISO/IEC 27001 and BS OHSAS 18001 standards gives Riskex the competitive advantage it needs in a busy online marketplace. It helps assure potential clients that it has robust and secure systems in place.

Customer background

Riskex is a market-leading provider of software and cloud-based systems and solutions specifically within health and safety (H&S). Its portfolio includes the global brand AssessNET, an online H&S management system that enables clients to navigate day-to-day H&S compliance without the need for investing in their own costly IT infrastructure.

Users access cloud-based applications through web browsers, desktops or mobile apps, while their business software and data are stored on servers at Riskex's remote locations. As a recognized supplier on the UK Government's G-Cloud framework, Riskex is also able to promote its services to potential public sector clients.

Riskex is growing fast. Currently employing 12 people, but with plans to increase that figure to 22 by the end of the year, the company has a turnover of around £1m, and an ever-expanding, prestigious client list, including the Houses of Parliament, the NHS, ATOS, ISS, IKEA and Maclaren F1, to name a few.

Why certification?

The road to certification began with ISO 9001 in 2013, driven by a desire to pursue Government contracts in particular, as James Sharp, Head of Software Development, explains. "The driving force for Riskex was ISO/IEC 27001. If you don't have it, you have to work much harder at convincing IT teams that you're competent."

Riskex engaged an external consultancy to help them gain ISO/IEC 27001, while Sharp himself decided to take on the task of working on BS OHSAS 18001. "I had worked in health and safety for many years, and I wanted to understand the legislation and best practice behind the standard and how it would work for us," he says.

There was also a much more general motivation to pursue standards as soon as possible. "Growth is difficult for any

organization," continues Sharp, "but having standards in place helps ease the growing pains for a rapidly expanding company, because it forces you to be more methodical."

Benefits

Having management systems in place has helped Riskex, both in winning new business, but also in terms of perception, acting as an assurance to potential clients that it has robust and secure systems in place.

ISO 9001 has helped improve the company's quality framework, whilst BS OHSAS 18001 has been great for helping develop the company internally as it grows. The value of ISO/IEC 27001 was highlighted in a recently-won contract with the Football Association (FA): "They have rigorous IT teams, all requiring responses to myriad questions. All we had to do was send them our certificate and they were happy," says Sharp.

More opportunity has come as result of being on the UK Government's G-Cloud system of approved suppliers. "Our management systems have really helped bolster our product and having that badge of approval on G-Cloud is better for both parties," says Sharp. "It's better for us, because it takes away some of the strain associated with bidding for public sector contracts, and better for our clients because they choose only what they want from us, and they can negotiate directly with us without having to do a full-blown public tender."

Implementation

Although Riskex's processes were strong, there were some areas that improved with the adoption of standards. Sharp explains, "We had to change culturally with regard to documentation but it wasn't a massive challenge for Riskex as we had already developed unique business management tools in-house which we modified as part of the process."

Size has also mattered in the route to certification, and the growing nature of the company has worked to its advantage. Sharp adds, "Because of our size it's easier for Riskex to implement standards now. We have clear visibility of what people are doing – right and wrong – at this stage."

BSI's role

Riskex has greatly valued the connection with BSI throughout the certification process. "In seeking a provider that was UKAS accredited, all our research pointed to BSI and its strong brand," says Sharp. "Once on board, it was BSI's auditors who stood out. They're real personalities, and they were not only positive with us at each step of the process, but also reassuring when we needed it."

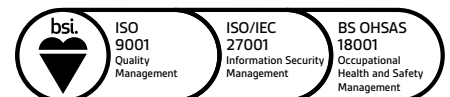
Cost was not an issue when compared to the quality of the service offered by BSI. As James Sharp sums up, "Why go for 'three-star' quality when you can get 'five-star' at a manageable price?"

He has a final word of encouragement for those seeking certification but unsure of whether to go ahead. "SMEs shouldn't worry about pursuing standards while they're small. That means they're nimble, and implementation is often easier for this scale of organization."

Call +44 (0)345 080 9000 to find out how BSI can help your business make excellence a habit.



+44 345 080 9000
certification.sales@bsigroup.com
bsigroup.com



The trademarks in this material (for example the BSI logo or the word "KITEMARK") are registered and unregistered trademarks owned by The British Standards Institution in the UK and certain other countries throughout the world.