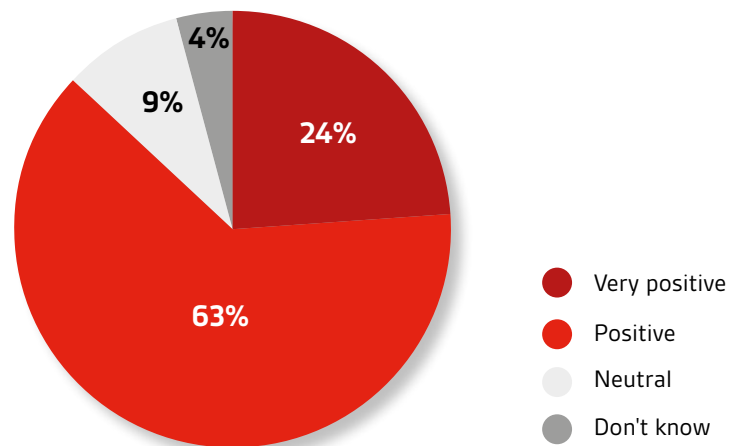


# How an information security management system can help your business

87% of all survey respondents stated that implementing **ISO/IEC 27001** for business management had a positive or very positive outcome.

“Although we have only recently gained certification to **ISO/IEC 27001**, there are at least three recent incidences where we have won contracts as a result of certification.”



Erasmus research results on the business impact of ISO/IEC 27001 demonstrate that a wide range of internal and external benefits were delivered following the adoption of ISO/IEC 27001 and implementation of an information security management system (ISMS):

- Ability to meet compliance requirements increased for 78% of certified organizations
- Number of security incidents decreased for 51.6% of certified organizations
- Down time of IT systems decreased for 47.3% of certified companies
- Ability to respond to tenders increased for 56% of certified organizations
- Relative competitive position increased for 62% of certified companies

#### Internal and external customer satisfaction increased:

- 51% of organizations saw an increase in external customer satisfaction following the implementation of an ISO/IEC 27001 certified ISMS
- 45% of certified organization saw an increase in internal customer satisfaction
- 82% of certified organizations noted an increase in the quality of information security processes and procedures and 48% a reduction in the level of risk

#### ROI and sales increased despite a rise in the cost to develop and support IT:

- Despite 45% of organizations seeing an increase in the cost to support IT, 43% identified an increase in sales and 38.4% a return on investment from the adoption of an ISMS certified to ISO/IEC 27001
- 50% of ISO/IEC 27001 certified organizations found the process of certification to be simple and 52% found it to be cost effective

#### Senior management support is key to success:

- 95% of all responding organizations considered the endorsement of senior management to be highly important
- 78% of all responding organizations took a top down approach to implementation of their ISMS
- Key drivers for adoption include an increase in the quality of service, achieving competitive advantage and meeting regulatory requirements

#### Respondents were located across the globe and represented the full spectrum of organization size and industry:

- The top three responding countries were Japan, Germany and the United Kingdom
- 53% of respondents had 250 employees or fewer and 9% employed more than 10,000 staff
- 65% of respondents operated from five or fewer locations with 10% operating from more than 50
- The top five industries were: IT; professional/business services; financial services; manufacturing and telecommunications.

## About this research data

This data is a summary of responses from 645 organizations that had implemented the international standard for information security ISO/IEC 27001. Respondents completed an online questionnaire during early 2011.

## About BSI

BSI is a global market leader in training and certification of information security management systems. We have been involved in the development of information security standards for 20 years, including shaping ISO/IEC 27001, which can be traced back to the British Standard BS 7799. We offer training to enable you to confidently implement and embed standards of best practice into your organization. And certification through our experienced assessors who understand the standard and your industry, enabling us to help you make informed observations to assist you in identifying opportunities for improvement.

**To learn more, please visit [bsigroup.com/iso27](https://bsigroup.com/iso27)**

## About Rotterdam School of Management, Erasmus University

For 40 years, the Rotterdam School of Management has established its reputation as one of Europe's leading business schools. The school reaches an expansive international audience of future and current leaders through its portfolio of programs, services and academic activities.

**For more information please visit [www.rsm.nl](http://www.rsm.nl)**

## Why BSI?

BSI is the business standards company that helps organizations make excellence a habit – all over the world. That's our business, enabling others to perform better.

- With over 70,000 clients in 150 countries, our clients can trust BSI to help them perform better, reduce risk and grow sustainably
- Our clients range from top global brands to small ambitious businesses. Our people have understood their challenges, and see the opportunities to share learnings
- Clients enjoy the benefits of working with experienced BSI trainers and assessors. They will ensure your people are competent and fully able to implement systematic risk practices that are tested and work, day in, day out
- We talk with, and listen to clients every day, via our 'Voice of the Customer' survey. We ask them what they want and how satisfied they are with our products and services, so that we make sure we are meeting their expectations and giving them the opportunity to tell us their thoughts.

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