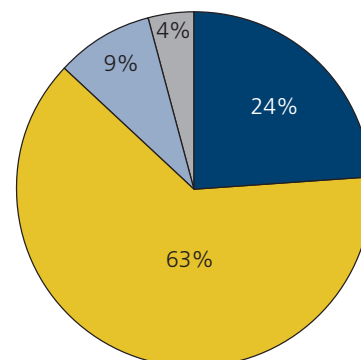# How does an information security management system help my business?

87% of respondents stated that implementing ISO 27001 had a positive or very positive outcome.

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

■	Very positive	24%
■	Positive	63%
■	Neutral	9%
■	Don't know	4%
□	Negative	0%

Pie chart: 24%, 63%, 9%, 4%

A wide range of internal and external benefits were delivered following the adoption of ISO 27001 and implementing an information security management system (ISMS):

- Ability to meet compliance requirements increased for 60% of organisations

- Number of security incidents decreased for 39%

- Down time of IT systems decreased for 39%

- Ability to respond to tenders increased for 43%

- Relative competitive position increased for 47%

Internal and external customer satisfaction increased:

- 51% of organisations saw an increase in external customer satisfaction following the implementation of an ISMS

- 40% saw an increase in internal customer satisfaction

- 66% noted an increase in the quality control of information security processes and procedures and 40% a reduction in the level of risk

ROI and Sales increased despite an increase in the cost to develop and support IT:

- Despite 31% and 38% of organisations seeing an increase in the cost of IT development and support 31% identified an increase in sales and 26% a return on investment from the adoption of the ISMS standard

- 39% of organisations found implementing an ISMS simple and fast

A higher percentage of organisations found the process of certification to be simple and cost effective, 47% and 48% respectively.

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

- 52.5% of respondents had 250 employees or fewer and 9.3% employed more than 10,000 staff

- 65.1% of respondents operated from five or fewer locations with 10.2% operating from more than 50

- The top five industries were: IT; professional/business services; financial services; manufacturing and telecommunications

Senior management support is key to success

- 92% of organizations considered the endorsement of senior management to be highly important

- 66% of organizations took a top down approach to implementation

- Some key drivers for adoption include: an increase in quality of service; achieving cost savings; achieving competitive advantage and meeting regulatory requirements.

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About This Data

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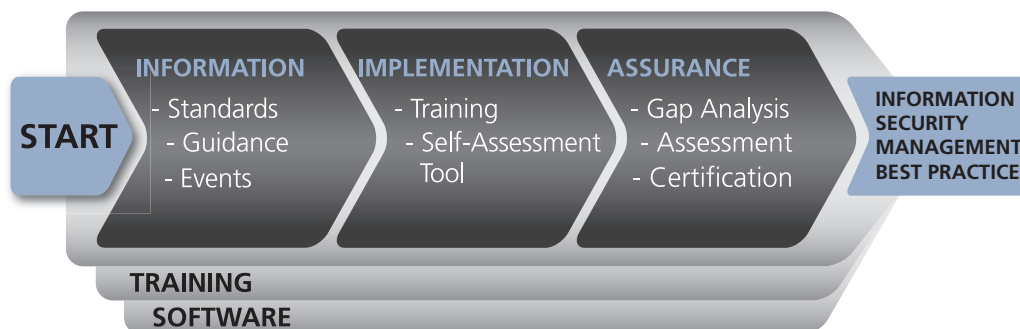
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