



## ISO/IEC 27001 proved 'just the ticket' to provide protection and drive business growth for Vix Technology

**Vix Technology is a global technology company providing transport ticketing solutions and real time travel information systems. With over 700 employees, its ambition is to grow market share, securing new contracts with transport authorities in cities worldwide.**

In building market confidence, ISO/IEC 27001 has been a game-changer for Vix. Internally it has helped establish a culture of accountability and continuous improvement. The framework encouraged healthy debate and ensured the right processes were applied in line with latest information security best practices.

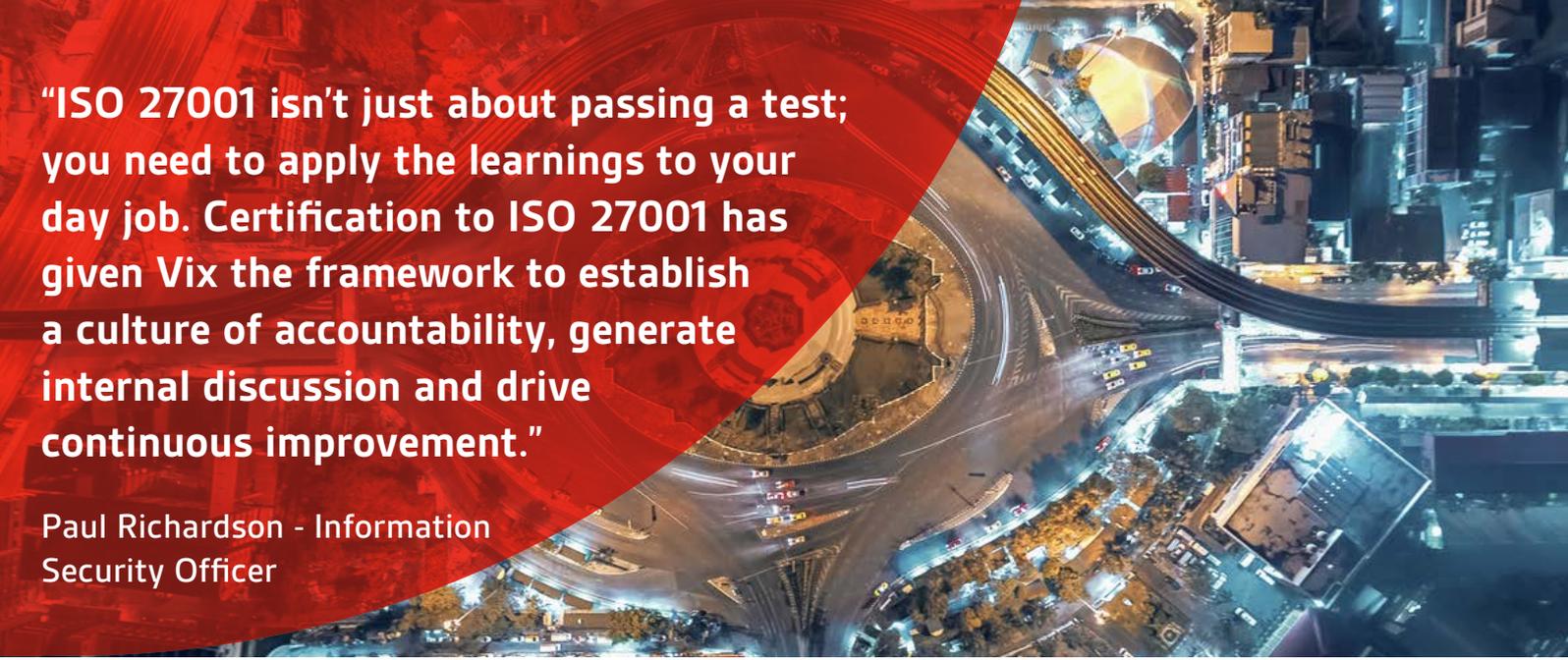
ISO/IEC 27001 is increasingly mandated by clients as a contractual requirement so has become a key differentiator during tenders. Vix needs to adapt and embrace evolving market expectations and manage the risk change brings. For example, the introduction of GDPR has put more emphasis on protecting personal data and a variety of different methods were used to raise awareness.

"ISO/IEC 27001 protects our people as much as our information. It's about education, patience and clarity for teams and has helped reinforce cultural change," says Paul Richardson, Information Security Officer at Vix.

ISO/IEC 27001 certification gives clients the confidence that Vix meets industry standards and takes protecting information seriously.



Find out more: [bsigroup.com](https://www.bsigroup.com)



**“ISO 27001 isn’t just about passing a test; you need to apply the learnings to your day job. Certification to ISO 27001 has given Vix the framework to establish a culture of accountability, generate internal discussion and drive continuous improvement.”**

**Paul Richardson - Information Security Officer**

## Client challenge

Responding to changing regulations, in particular GDPR, was an important business driver for Vix. As an internationally recognized framework, ISO/IEC 27001 was the obvious choice and enabled Vix to demonstrate its credentials as a reputable business partner.

As an international organization, embedding common and consistent processes were also key challenges for Vix. And that’s where ISO/IEC 27001 is really powerful. It provides a best practice framework that can be adopted globally to ensure delivery of secure and efficient services to clients, regardless of their location.

Vix embarked upon a phased roll out of ISO/IEC 27001, starting with the UK and expanding into Australia and the US soon. The phased deployment enables the project team to define common policies upfront, and refine these as they expand certification.

Non-conformities identified during the certification process also helped, supporting the management of Vix’s internal risk register, raising issues to senior leadership teams, and encouraging and empowering staff to take corrective action and accountability.

## BSI solution

With ISO 9001 (Quality Management) and ISO 14001 (Environmental Management) certification already in place, ISO/IEC 27001 (Information Security Management) was a natural progression for Vix. From day one they experienced a good level of engagement from the BSI team who demonstrated an excellent level of awareness of Vix and its priorities.

Starting with BSI’s internal auditor training, the Vix team gained valuable knowledge and discovered best-practice templates to help them conduct their internal audits. This enabled Vix to lay the groundwork at the pre-project phase, before the certification process had even begun. Staff understood that the training wasn’t a tick box exercise, that they were not simply expected to pass but to apply to their day job.

“Getting it right centrally is like producing flat pack furniture; with the right component parts and instructions, it’s much easier for our different offices to implement.” says Paul.

Going through the certification process has enabled Vix to instil a continuous cycle approach of ‘identify, log, prioritise and action’ to information security risk management.

Vix found the BSI delivery teams and their outputs to be highly professional, from awareness training through to operational support and exemplary audits.



## Why BSI?

**“Everyone is familiar with BSI. It stands for quality and is globally recognized as the ‘gold standard’. We selected them because the brand adds weight to our certification.”**  
**Paul Richardson - Information Security Officer**