

Building trust and strengthening information security governance with ISO/IEC 27001

How POLi built trust with ISO/IEC 27001.

A BSI case study

The company

New Zealand fintech POLi Payments enables businesses to accept payments directly from customers' bank accounts as an alternative to customers using credit cards. In the past 12 months, the fully remote business has enabled approximately 900,000 people to complete five million transactions, worth more than two billion NZD.

Since the start of 2025, POLi has been working to transition its tech platform business to operate on open banking rails, and now has open banking integrations live with ANZ, ASB, BNZ, Kiwibank and Westpac.

With a team of 11 FTEs, POLi's customers include major national and international enterprises and large government organizations. ISO/IEC 27001 was critical to giving these customers assurance regarding POLi's information security system.

The challenge

Until November 2023, POLi NZ operated as a master distributor of the POLi service for POLi Australia under Australia Post's ISO/IEC 27001, however in late 2023 the New Zealand side of the business became a standalone entity.

It continued to apply the strong information security practices it always had, but no longer had the formal independent certification or all of the standalone governance policies required for its own information security management system.

Given the scale and sensitivity of POLi's operations – as well as the ambition of the standalone New Zealand business – attaining that independent assurance was important.

The business was operating from a strong starting point, given that POLi already had many of the technical tools and information security practices in place that you'd expect of an established fintech.

The challenge for the business was to formalize the practices within a structured management system, supported by the policies, processes, reviews and oversight required. Importantly, POLi didn't want to take a 'minimum viable compliance approach'.

The business's objective was to build an information security management system that was tailored to its business and could withstand scrutiny from both a rigorous certification body and enterprise customers.



The solution

Following extensive preparation internally – including preparing a thorough information security management system – POLi progressed through the audit process. The Stage 1 audit provided constructive feedback on areas that could be improved, which helped prepare the business for certification.

A key factor in BSI's approach was understanding POLi's context.

As an entirely remote organization without corporate premises, some conventional physical security considerations are naturally less relevant. BSI also provided guidance around the scope of the information security management system, helping ensure POLi's certification reflected the specific requirements of its operation.

Rather than applying requirements inflexibly, BSI focused on the controls that added value to POLi's specific information security risks, while challenging the team to find the right solution when additional controls were required.

The result was a rigorous and collaborative process that was a 'dialogue' rather than a box-ticking exercise. BSI also helped POLi build its internal knowledge, with the business's QA manager undertaking BSI internal auditor training to support processes in the future.

BSI's digital portal, meanwhile, helped simplify administration, enabling POLi to access reports, manage findings and track their review in one place.



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Having ISO certification is a ticket to participate as a fintech providing technology to large enterprises. It was a necessary building block for creating a sustainable business, and gives large customers confidence that we have the right information security posture.”

Andrew Simmonds
Chief Executive, POLi



The benefit

Providing payment processing services requires a significant amount of trust, and ISO/IEC certification provides independent assurance of POLi's information security posture, strengthening confidence for both clients and their customers.

ISO/IEC 27001 has made onboarding new merchants significantly more straightforward, reducing the need for granular and time-consuming individual security assessments.

Internally, the process has helped formalize governance processes across the business – existing security practices are supported by documented review processes, which in turn helps inform management discussion and reporting to the POLi board.

Crucially, certification has provided a 'ticket to participate' with larger enterprises: achieving ISO/IEC 27001 has enabled POLi to work on major projects, including completing enterprise and government security reviews more efficiently.

Why BSI

POLi chose BSI for its credibility, rigorous auditing and strong reputation, supported by a responsive, local presence and an approach that was tailored to the specific needs of the business. Local market knowledge, clear communication and reliable service gave POLi confidence that BSI was a certification partner capable of meeting the expectations of its enterprise customers.