

## Case Study: ISO 27001



### Sapphire Helps Pinsent Masons LLP Secure ISO/IEC 27001:2005 Certification

#### Customer Profile

Pinsent Masons is an international law firm that provides a full range of corporate and commercial services. The firm ranks in the top 15 in the UK. It has 273 partners and over 1,000 lawyers worldwide, with a total staff of 1,703. The firm is ranked No.1 for AIM clients, No. 6 for small cap FTSE 250 clients, No. 12 for FTSE 100 clients.

#### Business Needs

Pinsent Masons are increasingly conducting business with clients who are identifying and assessing a third party's ability to actively and effectively manage a controlled environment when creating, processing, transmitting or storing their data. In addition, the firm is responding to a growing number of client questionnaire's and request for proposals (RFP's) in line with ISO27001 and ISO27002 controls.

ISO/IEC 27001:2005 is an internationally recognised standard that identifies, manages and minimises the range of threats to which information is regularly subjected. The firm has therefore recognised that the creation of a formal ISMS and subsequent ISO27001 Certification is a required deliverable, and as such is fully supported by the firm's Senior Management team.

Certification to the ISO/IEC 27001:2005 standard reinforces to clients, through an independent third-party, that Pinsent Masons operates an Information Security Management System (ISMS) in accordance with the International Organisation for Standardisation (ISO).



Pinsent Masons

#### Study Facts

**Customer:**

Pinsent Masons

**Website:**

[www.pinsentmasons.com](http://www.pinsentmasons.com)

**Industry:**

Legal Sector

**Challenges:**

A need to conduct business with clients stringent requirements for data security, Pinsent Masons recognised the need to implement a formal ISMS.

**Benefits:**

- Client Confidence
- Improved Security
- Streamlined Processes
- Competitive Edge
- High Availability

**Services:**

ISO 27001 Consultancy



**Case Study:**  
ISO 27001 Consultancy

**Customer:**  
Pinsent Masons

## **Solution**

Pinsent selected consultancy firm, Sapphire, to assist their team during the migration to an ISO 27001 environment. "Engaging with Sapphire helped streamline the Information Security Management System implementation process," comments Colin Smith, IT Director at Pinsent Masons. "Sapphire's ISO 27001 security specialists provided practical advice and ensured that all project milestones were met on time. Their experience, expertise and commitment provided us with a strong foundation enabling us to obtain certification. We have a tailored Information Security Management System which is now embedded in the firm."

There was a need to introduce new processes like the creation of the Information Security Forum, conducting a risk assessment, producing a risk register as well as performing internal audits but these are now embedded in our ISMS. Sapphire helped ensure that the standard worked in conjunction to the Firm's current policies and procedures.

"Our clients trust us with their information, much of which is highly confidential or commercially sensitive," says Information Security Manager Kyri Yiatanou. "And though we're required to meet certain minimum standards by law, we're showing clients that we go the extra mile and regard information security as much of an ethical obligation as it is a legal one."

"ISO 27001 gives our clients and customers more confidence that their information is secure with us, giving us the edge over our competitors. They have confidence in our systems, thereby increasing trust in our brand and enhancing our reputation," said Kyri.

As part of the ISO/IEC 27001:2005 process, the British Standards Institute (BSI) performed on-site assessments, reviewed Pinsent Masons documented procedures and audited its overall operations, processes and procedures.

BSI is the world's leading certification body for management systems and helps its clients comply with best practice to achieve competitive advantage.

The ISO 27001 audit and certification process focuses on every aspect of the business, including physical infrastructure, site security and access management, personnel capabilities, communications and operations, legal compliance criteria, and back-up and disaster recovery systems. The certification underlines Pinsent Masons commitment to preserving the confidentiality, integrity, and availability of all the physical and electronic information assets managed by the business.





**Case Study:**  
ISO 27001 Consultancy

**Customer:**  
Pinsent Masons

"Certification to ISO 27001 demonstrates that an organisation has a best practice framework in place to manage the risks associated with information security. Pinsent Masons is not only one of the first law firms to achieve this standard, but it also did so with a 'clean sheet'. This reflects the quality of the systems in place," said Lorraine King, Product Manager Risk Portfolio, BSI.

Colin Smith, IT Director at Pinsent Masons explains:

***"ISO/IEC 27001:2005 certification requires an organisation to follow a very rigorous set of processes and procedures. Becoming an ISO 27001 certified organisation provides confirmation that our approach to managing information security risk is comprehensive and effective. It is a major endorsement of our systems and procedures and clearly demonstrates our ongoing commitment in this area. By formalizing our documentation and processes to the exacting requirements of ISO/IEC 27001:2005, Pinsent Masons has demonstrated its guarantee to continuously improve the quality of its security".***

To maintain ISO 27001 certification, Pinsent Masons will follow a process of continuous improvement with annual external audits taking place to ensure the standard is maintained. The scope of the firm's ISO 27001 certification is currently limited to all legal services and support functions in London, including IT and HR assets, facilities and colleagues in Manchester, Leeds and Birmingham. The next step will include rolling it out across the UK and its international offices at the same time as maintaining the standard already achieved.

### **For More Information**

Contact us today on 0845 58 27001 or visit [www.sapphire.net](http://www.sapphire.net) to learn more about how we can contribute to the success of your business.