



## ISO 27001 Compliance Services for a Back Office Services Provider in India

### Client Profile

The client is an acknowledged leader in Legal Transcription and Medical Transcription services. The client is engaged in providing services for some of the largest and best known organizations in the UK and the US. The client specializes in providing the services within a secure and confidential environment

### Client Context

Information security is indispensable for safeguarding the confidentiality, integrity and availability of customer medical and legal files used for providing transcription services. In this context, the company wished to achieve the following:

- ISO 27001 compliance to align with accepted security practices and standards followed by leading businesses across the world
- Robust and secure infrastructure to mitigate any future security threats that could have an impact on the business

### Microland Approach

Microland leveraged its vast experience in the Security Lifecycle Services domain and Infrastructure Consulting to deliver an end-to-end offering to the company. The engagement was delivered in two phases, with a set of compliance controls based on ISO 27001 standards implemented in each phase.

In the first phase, Microland's Infrastructure Consulting Services helped the customer create an inventory of information assets and establish an information security forum. Microland carried out a meticulous risk assessment for all inventoried information assets. The company was presented with threat and risk ratings along with recommended security controls to mitigate identified risks.

The second phase of the project involved developing a comprehensive information security policy and security architecture design, based on the set of controls.

The company was also presented with a set of recommendations for enterprise security management along with a suggested organization chart for Information Security Management Organization. Microland team was further involved in documenting roles and responsibilities for respective positions in this organization chart.

### Key Deliverables

- Security Consultancy and Design Services
- Security Architecture and Organization Design
- Consultancy for Enterprise Security requirement
- Assessment of compliance to all the controls based on ISO 27001 standard and recommendations for bridging

### Benefits

- ISO 27001 standard compliance for IT infrastructure to demonstrate robustness of Information Security Management System to existing and prospective customers
- A secure and robust IT infrastructure including an improved enterprise security management to face any future security threats
- Improved security infrastructure in line with industry best practices
- Greater assurance to customers regarding safeguarding of sensitive information

### Engagement Outcome

Based on the successful on-site implementation of the ISO 27001 standard, the company engaged Microland to provide them security advisory services on managing the surveillance audits by a certifying agency.