



**SYNERGOS  
CONSULTANCY LTD**



# Concept IT:

Helping award-winning  
Concept IT win even  
more business



**9001**



**27001**



ISO 9001 & ISO 27001

# HELPING AWARD- WINNING CONCEPT IT WIN EVEN MORE BUSINESS

**The right certification can ensure a busy company can become busier still – and that’s certainly been the case for North East firm, Concept IT Services Ltd.**

Recently, the company has seen a significant increase in its workload, which they say is thanks, in part, to its certification from the Synergos Consultancy Ltd team.

To provide the best solutions for clients, old and new, Concept IT continues to invest in its people and systems, one of which is its dedicated Concept Cloud Services, so we sprang into action when Catherine Embleton contacted us regarding ISO 27001 implementation.

## THE BRIEF

**Gaining the certification was vital to ensure the firm could continue to ‘deliver fantastic, consistent support to our clients’, Catherine told us.**

With clients spanning a host of industries – including construction, veterinary, healthcare and 24-hour call centres – Concept IT was keen to get the certification to ensure the businesses they work with could enjoy a more tailored service.

“Each business needs to be understood, with knowledge around the complexities that the business may deal with,” Catherine said.

After finding us on Google and reading our glowing reviews, Catherine said she was keen to engage with us due to the ‘appeal of working with a small business, rather than a large organisation, as we believed there would be a better understanding’.

# THE CHALLENGE

Concept IT Services Ltd required the ISO 27001 certification to satisfy some of its customers' requirements – and thanks to the new certification, they continue to deliver a great service to everyone.

Named as one of Europe's premier managed service providers on the inaugural Channel Futures European Partners 51 (EP51) rankings in 2019, Concept IT has been widely acknowledged in its industry.

The company was shortlisted in the final of Service Desk Institute 'IT Service & Support Awards 2020' and was a finalist at the North East Business awards for Digital Technology.

One of only six managed IT service providers to achieve the ISO9001:2015 and ISO 27001:2013 certification in the North East of England, Concept IT says, in gaining these

certifications, it has demonstrated its commitment to its customers.

Prior to achieving the ISO 27001 certification, Catherine said the business faced several challenges.

"As each client on the Concept IT portfolio is different, they all require a different level of support," she said, before adding that the new business tender process can be a struggle without the recognised certification.

"The ISO 27001 demonstrates compliance as a business; it is a recognised industry standard that provides customer confidence," she says.

"Jenny understood our challenges, as well as the restrictions and resources of our business, which was similar in size to hers," says Catherine. "Her knowledge, reassurance, approachability and availability all factored in the final decision."

## THE RESULTS

Business credibility is key for Concept IT, Catherine told us. It helps set them apart from their competitors, with an ISO being a selling point to help them attract more work.

By implementing the additional ISO 27001:2013 certification, Catherine and the team say the firm can now secure information, increase resilience against threats and vulnerabilities, and enable consistency across its systems.

"ISO certifications mean we are instantly validated for our customers, particularly those who depend upon government contracts," explains Catherine.

It was important Concept IT could practice what they preach demonstrate IT security – and with an ISO 9001 already in place, the focus became on standardising its processes.

Catherine explains: "Implementing the ISO 27001 replicates the process and allows the company to introduce the same standards."

We were, of course, thrilled to alleviate Concept IT of any pressure.

"The anxiety and stress were removed from the beginning," says Catherine, adding: "To take on an ISO

project within the business can seem like a daunting task, but Synergos was there to support us."

She adds that the team's expectations were 'more than met', with Synergos 'holding our hand throughout the process and identifying any snags that emerged'.

"The process of engaging with Synergos was good. The ISO was a fast process, and the consultant was there to support right from the beginning. Documentation was provided where needed, as well as full preparation and support focus on the key requirements," she continued.

Catherine went on to add that she has since recommended Synergos Consultancy to Concept IT's own clients.

"We will certainly continue to recommend Synergos and we are now looking to implement a transition of our 9001 to UKAS'.

The team will also work with Synergos to obtain the ISO 22301, the international standard for Business Continuity Management (BCM) certification, and ISO 20000 – the international standard for service management.

**Want to know how Synergos Consultancy Ltd can help you gain the certification for your business needs?**

Get in touch with our team today and we'd be happy to see how we can help.





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