

## Case Study

# ISO 27001 compliance

Customer: Scan.com

Industry: Wellness and Fitness  
Services

Services: ISO 27001 compliance

### Key Goals:

- ▶ Scan.com wanted to build the foundation for quality processes that could scale as the company grew
- ▶ They needed to provide assurance to partners and clients that they had the right information security systems and controls in place

### Outcome:

- ▶ Scan.com gained certification to the ISO 27001 standard
- ▶ They achieved enhanced reputation by giving customers and business partners confidence in their information security with robust systems and procedures in place
- ▶ They have the security standards and frameworks in place to support them as they grow



## Scan.com

Scan.com is an online platform for booking medical diagnostic imaging. Their mission is to make medical imaging accessible to everyone around the world and help save lives.

## The challenge

Scan.com is a rapidly growing organization that needed an Information Security Management System (ISMS) to enable effective information security risk management and improve its overall cyber security posture and maturity.

They needed ISO 27001 certification to demonstrate to their business partners that they take information security seriously and have in place robust systems and procedures to safeguard sensitive data.

## The solution

CyberCX supported Scan.com from start through to certification. This included helping with all the policies and documentation and process management.

CyberCX formed part of the steering committee and helped to establish foundational processes for risk management. CyberCX also provided plans for the business as it grew and become more sophisticated.

“CyberCX utilised our time efficiently and prepared all the documentation to a high standard. We always knew everything was under control and we knew exactly where we were at each point of the process. The CyberCX team were always available for questions, feedback, mock audits, etc, whenever we needed them.”

Oliver Knight, COO

## The outcome

Scan.com achieved ISO 27001 certification which has already improved their business with no major and minor non conformities, nor any areas for current improvement. As such Scan.com is now looking to mature how they assess risk, evolve their ongoing security and compliance capability and their current management approach to risk awareness within the business.

The certification has solidified and improved the way in which Scan.com securely and effectively engages with both its suppliers and with patients. The infrastructure, systems and customer orientated processes being leveraged by Scan.com, including internal processes, have now been successfully codified, audited and approved.

*“Information security is now part of every project that we do. It's a consideration which we wouldn't have had without CyberCX. We would not have been able to achieve ISO 27001 alone, CyberCX drove the implementation forward ensuring that we were on track and providing the support and expertise when we needed it. The team at CyberCX are fantastic, incredibly responsive and go above and beyond.”*

*Oliver Knight, COO*

## About CyberCX

CyberCX is the leading provider of professional cyber security services across the US, UK, Australia and New Zealand. With a workforce of over 1,000 professionals, we are a trusted partner to private and public sector organisations helping our customers confidently manage cyber risk, respond to incidents and build resilience in an increasingly complex and challenging threat environment.

Contact us to find out how CyberCX can boost the cyber security skills of your entire organisation.

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