



## ISO 27001 Information Security Management... First Data International

### Background

First Data International is a leading independent transaction processor in Europe, the Middle East and Africa (EMEA); with 20 years of experience in European payments and processing. It has over 100 clients in 27 countries and employs over 5,000 people. The company is service led and aims to be the leading consumer finance partner to financial institutions across the region. It is already a leader in payment services and electronic commerce, with the technology and expertise to manage ATM and POS networks for both its issuing and merchant acquiring clients. The company is also the world's largest merchant acquiring processor and an active partner, with European banks, in joint ventures that serve over 200,000 merchants across the region.



First Data International office

### Challenges

Like all businesses First Data has its challenges. Olivier Burrows, UK Quality Assurance Manager for First Data commented: ***“We are in the financial services business and sometimes need to produce cheques for clients. We required the 27001 standard to enable us to offer this service to our existing and potentially new clients. Having the 9001 standard in place is an added bonus, as our clients can be safe in the knowledge that we have a strong, robust system in place.”***

In addition to this, keeping up to date with changes relating to the financial services business, such as MasterCard and Visa rules, is also challenging. However, having both ISO 9001 and 27001 in place means that compliance issues are covered.

### Solution

Implementation of ISO 27001 was made easier with the support of senior management and arranging for key people within each department to drive the project forward. Olivier Burrows commented: ***“We have had 9001 in place for a number of years, and the process began with getting the top key people involved from the onset, to help drive the project through the company. We then had ‘champions’ within each department that ‘took the bull by the horns’ and got each section ready for registration, and this is how we are still progressing the standard. 27001 is only registered in our Print & Mail facility, but the standard is used by our IT Security team. The same process was used, and although it should have taken 12-18 months to get the standard in place, we are happy to say, we completed the project in 4 months. This was the result of a lot of hard work from all involved.”***

BSI was chosen as First Data’s registration body as there was already a well established relationship with the company. Olivier Burrows commented: ***“When we began the process of becoming 9001 registered, BSI was the best in the business. We have since built very good relationships with our client managers which is always shown in any external audit that is conducted, with our client manager blending into the team effectively.”***

Neil Hannah, Managing Director for BSI Management Systems commented: ***“BSI is pleased to be associated with First Data registration to ISO 9001 and ISO 27001. Most organisations really do improve their performance when they obtain registration. This has been the case with First Data and we expect they will see bottom line benefits too.”***

Since implementing ISO 27001, First Data has benefited from being able to produce cheques for new and existing clients. Its potential new customers have been asking whether it has ISO 27001 in place and, because it does, the company has gained more work as a direct result.

When asked its reasons for continuing its registration, First Data came up with the following:

- It demonstrates the controls and the quality of its processes
- Clients recognise the benefits of ISO 9001/ISO 27001
- It is part of the company’s foundation for going for R4E (BQF)
- The standards have become part of its DNA
- The company is able to keep ‘raising the bar’ as it gets more confident with the journey to excellence

## Future

Looking to the future Olivier Burrows comments: ***“ISO 27001 and ISO 9001 will help us support our current clients, encouraging them to continue their contracts. It is also our benchmark for continuing improvement. We hope to gain more new business in the future from clients that have not used First Data before.”***

*raising standards worldwide™*

