

# Malvern Panalytical Case Study



Service:  
ISO 27001 Certification

## How Malvern Panalytical supported business continuity and new product growth with an ISO 27001 certification

### The Requirement

Malvern Panalytical, a Spectris company, is an instrumentation organisation which combines cutting edge engineering with the latest developments in IoT, cloud based services, data analytics and AI. Malvern Panalytical's technologies enable their customers to create a better world; improving everything from the energies that power us and the materials we build with, to the medicines that cure us and the food we enjoy.

As part of the group's organisational structure, Spectris had been consulting with Malvern Panalytical about what benefits an ISO 27001 certification could bring to them as an organisation. The certification would ensure that the correct security and controls were in place to support customer confidence and business growth.

Malvern Panalytical had launched a new cloud-based product called Smart Manager, which holds and processes a lot of critical data. Spectris advised that the group within Malvern Panalytical called Frontier Analytics, responsible for Smart Manager, was a good place to attain an ISO 27001 certification.

Malvern Panalytical were aware that one of the hardest parts of the journey wasn't just the initial certification, but most importantly, the continuous evolution of controls and objectives. To be able to fully understand the journey they were about to undertake, Malvern Panalytical released a Request for Information to understand how different service providers would approach the education and ISO 27001 certification process and how they would ensure the certification was genuinely sustainable.

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## The Solution

Of the three vendors that Malvern Panalytical reviewed, DigitalXRAID's knowledge and approach really stood out. Before any work commenced, DigitalXRAID provided a detailed working plan that outlined what would be needed to understand the requirements, create the standards and test the audit process before certification. This was crucial to ensure everything met the standards and controls.

Training, education, and awareness was a key part of the process for Spectris and Malvern Panalytical to ensure that the entire business understood what ISO 27001 was and what individual roles would contribute to the overall certification. DigitalXRAID presented a thorough plan to get to the right level across all areas.

DigitalXRAID completed a risk assessment and gap analysis to assess the current information security management systems (ISMS) and controls, making sure that there was visibility and understanding of what steps were being taken at every stage. Areas of improvement were identified and recommendations to become fully ISO 27001 compliant were made and put into action. As had been outlined in the plan, DigitalXRAID supported Malvern Panalytical in designing a tailored ISMS which was unique to the risk management process, the product and the organisational needs.

Following the two-stage audit process conducted with a UKAS certified body, all documentation and processes were validated and Malvern Panalytical was awarded the ISO 27001 certification.

**"The DigitalXRAID team really understood what we needed. They spent the time to fully understand our business requirements to help us get to where we needed to be. The team fully integrated into the business – really walking us through the process step by step."**

*Melissa Piner, Group IT Governance Director, Spectris*

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## The Results

The ISO 27001 certification has supported business growth for Malvern Panalytical, even before certification was achieved. Being able to confirm that the ISO 27001 certification process was underway, and ultimately that they had been accredited, gave new and existing customers the confidence that there was a robust management system in place and security was being prioritised to protect all parties.

During the ISO 27001 certification process, DigitalXRAID were key in helping to define a comprehensive business continuity plan. As a next step, Malvern Panalytical wanted to be able to test the process to ensure it worked effectively. DigitalXRAID ran a tabletop exercise, working very closely with Malvern Panalytical. Through DigitalXRAID's experience and thorough understanding of Frontier Analytics, the exercise was relevant and meaningful, involving multiple teams in IT and across the wider business. The exercise incorporated testing the product, the environment and the potential impact to the business in the event the continuity plan was triggered.

Following the success of the exercise at Malvern Panalytical, Spectris are now looking to run further tabletop exercises with DigitalXRAID, in other areas of the organisation, as part of their security development roadmap.

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DigitalXRAID are an award-winning managed security services provider dedicated to providing our clients with state-of-the-art cyber security solutions. We specialise in Vulnerability Management, Threat Intelligence, Information Security, PCI-DSS, Penetration Testing, Managed Security Services, Security Consultancy, and offer a fully managed Security Operations Centre (SOC) for your complete cyber security protection.

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