

Building trust through certification

A multi-company group
strengthens security
with Reflective IT

Background

A group of three affiliated companies in the investment and property services sector set out to strengthen their approach to information security. Each company had its own business model, customer base and regulatory obligations, but they shared a common goal: to protect customer data and demonstrate their commitment to doing things properly. With a strong internal culture of governance already in place, they decided to take things further by pursuing ISO 27001 certification across the group. To help them achieve this, they partnered with Reflective IT.

Situation

The group had always taken data protection seriously. They already had formal processes in place to meet legal and regulatory requirements, but they wanted to go beyond internal assurances. Their aim was to show investors and customers that they followed best practice and could be trusted with sensitive information. ISO 27001 certification offered a way to do just that. It would provide external validation of their efforts and help them stand out in a competitive market.

Working with Reflective IT, they launched a group-wide project to align their information security policies and processes. Despite the differences between the businesses, they found common ground and created a unified framework that still allowed for flexibility where needed. Each company was certified individually to reflect its unique risk profile, but the overall approach was consistent and collaborative.

“I wanted us to be forward thinking in getting this initiative into the business, where many other similar businesses of our size aren’t thinking about this type of accreditation. It is a way for us to differentiate ourselves and evidence we do what we promise.”

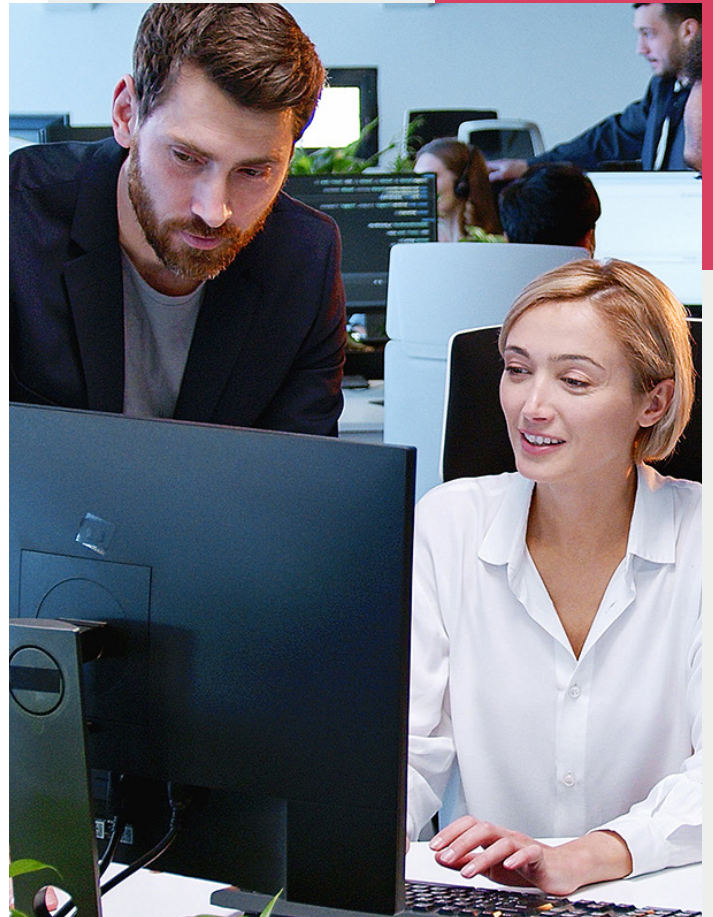
- Group Director of
Technology & Data

Challenges

The project wasn't without its challenges. Each company had a different focus; one managed institutional funds, another handled freehold services and the third focused on aspirational living. This meant different teams, different cultures and different regulatory pressures. Bringing everyone together under one information security framework required careful coordination and strong leadership.

One of the biggest areas of focus was supplier risk management. The group took a close look at how they selected vendors, what standards they expected and how they could protect themselves contractually. They also reviewed the entire supplier lifecycle, from onboarding to offboarding, to make sure security was considered at every stage.

Another key area was software development. The group already built some of its own tools, but the ISO process encouraged them to formalise their approach. They introduced structured testing at every stage of development to make sure the software was secure and reliable.



Business outcome

The results were impressive. All three companies passed their audits on the first attempt, a clear sign that their efforts had paid off. The certification gave them a solid foundation for continuous improvement and helped reduce risk across the board. Supplier contracts became more robust, software development became more secure and internal teams became more confident in their processes.

The certification also had a positive impact on the people within the business. Employees felt proud to be part of an organisation that had achieved such a high standard. The ISO logo became a visible reminder of their commitment to quality and security, appearing in email signatures and customer communications.

Looking back, the project not only improved the group's security posture but also helped build trust with investors, customers and staff. It showed that they were serious about doing things right and willing to go the extra mile to prove it.

“Looking back at the last year since we originally achieved ISO 27001 certification for all three business, it has been a contributing factor to building confidence with new investors and existing customers.”

- Group Director of Technology & Data