



IOMART

SYMMETRY HELPS IOMART ACHIEVE ISO27001 ACCREDITATION

Originally founded in 1998 as an integrated internet and telecommunications company, iomart Group plc has evolved to become one of Europe's largest providers of managed hosting, colocation, data centre, and business continuity services, serving over 300,000 customers each day. The Group consists of Easyspace, Netintelligence and iomart, for both the consumer and business.

The one key feature that sets iomart apart from its data centre competitors is that it, with its ISP background, it is essentially a managed hosting services company that owns data centres. Recognising that the company could not truly offer a 100% uptime guarantee when it did not have direct control over the full end to end customer journey, iomart made the decision to purchase data centre infrastructure. Four data centers were purchased in 2007, and iomart invested 14 months and £18M equipping, upgrading and commissioning the facilities located in Glasgow, London, Nottingham and Leicester totaling 3,500m² of high tech space.

All four sites had an existing G4S Technology Symmetry™ Security Management System (SMS) in place. Setting the standard for data security iomart led the way receiving International Organisation for Standardization (ISO) certification for ISO9001:2008 Quality Management Systems (QMS) and ISO 27001:2005 Information Security Management Systems (ISMS). iomart was one of the first companies in the world to achieve the 2008 version of the standard, only formally published in November 2008.

Attaining accreditation ISO27001 (the recognised international standard developed specifically for Information Security Management Systems), requires that a company demonstrates that it undertakes a systematic approach to managing sensitive corporate information and ensuring data security.

With the Symmetry SMS already in place, iomart's next step was to tailor the system to meet their exact site requirements.

"The G4S Technology system was inherited with the building. Even though it was installed back in 2001 the flexibility of the system has meant that we were able to fully utilise what we had and easily add current technologies without a disruptive upgrade. This enables us to be fully operational within a short timescale and within budget - whilst not being penalised with any reduction in features" said Angus MacSween, CEO, iomart.

For iomart it was vital the system was reliable and easy to use. Beginning with the Glasgow site, G4S Technology worked with iomart, assessing the site and providing recommendations to bring the security up to the level they required. The IP nature of Symmetry SMS was ideal and gave iomart capabilities over and above their base requirements.

The system featured access control and security breach alarms integrated with internal and external digital video capabilities. The recording and logging features allowed iomart to meet the requirements for ISO27001 certification relevant to physical site security. With little work needed to bring the system up to iomart's requirements the installation was a quick process.

Once the footprint for Glasgow was set iomart began rolling the tailored Symmetry solution across all four data centre sites. Symmetry SMS provided iomart with single site control, which was the main benefit of the Symmetry system. Multi-site management can very easily become complicated and time consuming but Symmetry SMS offered a pain free simple solution, which exceeded iomart's expectations and allowed them to efficiently manage the security across all their sites, from one central location.



"The flexibility of the system allowed us to utilise technologies we currently had"

The installation went smoothly, "extremely proficient and painless" said MacSween "the G4S Technology engineers had a solid understanding of the product and just got on with the job".

Now fully operational the Symmetry SMS is managed by data centre employees who have found the system simple and effective. The system is in operation daily, recording and logging activity, ensuring iomart continue to exceed the standards they set for themselves.

The benefit of this investment is clear, iomart have been able to equip the facilities, and guarantee power supplies, to meet future computing trends such as virtualisation, energy conservation, distributed storage and multi site disaster recovery.

About G4S Technology

G4S Technology is part of G4S plc, the world's leading international security solutions group.

G4S Technology designs, manufactures, installs and maintains fully integrated building security systems, protecting everything from small offices and schools to large multi-national organisations and high security Government facilities. G4S Technology has been providing unified security solutions for over 30 years, delivering 30,000 systems across 80 countries, to mitigate risk and protect staff, premises and assets.



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