SecureWorks

THE JOURNEY TO A MORE SECURE BUSINESS

Hillgate Travel in the U.K. signals commitment to cybersecurity by gaining ISO 27001 information security management certification

HILLGATE TRAVEL
BUSINESS TRAVEL MANAGEMENT

Industry Business Travel | **Country** United Kingdom | **Employees** 200

Website www.hillgatetravel.com

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BUSINESS NEED

With more of its business coming from online sources, and rising security expectations from its financial services clients, Hillgate Travel wanted to obtain ISO 27001 certification.

SOLUTION

Over the course of eight months, Hillgate Travel worked with SecureWorks consultants on various assessments, such as gap analysis, ISO 27001 documentations development, Information Security Management System (ISMS) implementation checklist and pre-audits to prepare for certification.

BENEFITS

› Meets emerging security needs and trends

› Sets out roadmap for further infrastructure changes

› Gains a valuable business partner to support future growth

Hillgate Travel is the largest independent travel management company in the U.K. Its 200 employees — who manage accommodation, transport, and visas, among other services, for its many business customers — are responsible for an annual turnover of around £150 million. The firm also provides services for high-profile individuals such as corporate board members.

Much of Hillgate's business comes from the financial services sector. It's an industry that prides itself on setting the highest standards in security, and to serve the sector, Hillgate has to adhere to these standards. In addition, the past three years has seen the share of its business from the internet increase from 9 to 60 per cent, contributing to double-digit year-on-year growth. These factors combined drove Chief Technology Officer Antoine Boatwright to explore International Organisation for Standardisation (ISO) 27001 information security management certification. As he explains, "We saw a trend, especially among our financial services customers, that ISO 27001 certification was a must to even tender for contracts. As we've shifted from a traditional business to one that's increasingly online, we need to make sure we meet the highest security standards in the industry."

Boatwright began looking for help to augment its systems, processes and documentation for certification, and initially thought that SecureWorks would be too expensive for a medium-sized firm such as Hillgate. But after collecting quotes from a range of vendors, Boatwright and SecureWorks put together a plan that fitted Hillgate's budget. "And I'm pleased to say that we stuck to it," he says.

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GAP ANALYSIS SHOWS THE WAY

Consultants from SecureWorks came to run an initial mock audit. "This helped us to understand where our gaps would be if we were audited today," says Boatwright. "I then spent around three months augmenting our documentation and changing the aspects of our organisation that the analysis highlighted. For example, it prompted me to review our list of suppliers to make sure they were as serious about security as we needed them to be, and I was pleased to confirm they were."

SecureWorks then came back to review the documentation and run another mock audit, which allowed Hillgate to make final changes. After that, an external company came to assess Hillgate for the final certification. "It was a new experience for us, but with the advice from the SecureWorks consultant, we were well prepared," says Boatwright.

MORE THAN A PIECE OF PAPER

Boatwright feels that the engagement with SecureWorks has paid off in two ways. "ISO 27001 certification makes business sense because it's not just about IT security — it helps us grow as a business," he says. "It's the new normal. With ISO 27001 certification under our belts, we're adapting to suit an evolving industry. That argument was very helpful when I had to justify the cost of the consultation and subsequent plans to our board."

But the project has also prompted the company to view security as more than a box-ticking exercise. "We see ISO 27001 as being the implementation of best practice in information security and promoting continuous improvement in that space, so we haven't stopped at certification," says Boatwright. He and his team are working to strengthen Hillgate's applications and have consolidated and virtualized hardware in the data centre with a view to creating a private cloud that will be hosted externally. "We've seen a huge culture shift," says Boatwright. "We're educating our people about security, and we're

scrutinising our lists of partners and suppliers. If I take security seriously to my perimeter and then hand it over to someone who doesn't handle it with the same amount of respect, then all my efforts have been for nothing. We deal with hotels, airlines and car hire companies all around the world — data necessarily has to leave our perimeter — so we've become a lot more mindful of who we work with. Now we want to work only with organisations that take security as seriously as we do."

A PARTNER FOR GROWTH

Boatwright is also quick to praise the contribution of SecureWorks. He says, "We dealt with some very capable people at SecureWorks who have helped our business, and we've stayed in touch with the company since the project was completed. As we grow, I'm sure we'll engage SecureWorks' services again."

PRODUCTS

• Information Security Program Assessment

• ISO 27001 documentations requirement development

• ISMS Security Road Map Strategy

• ISMS Checklist and Pre-Audit