

# Case Study



SmartWater uses BS7799 (now ISO27001) to demonstrate industry best practice in information security

SmartWater Technology manufactures a generic property marking system suitable for use across a wide range of property, from cars to antiques, that is easy to apply but extremely difficult for criminals to remove. Modelled upon, but more robust than DNA profiling, the company's royal award-winning

products are now used to protect the property of hundreds of thousands of customers worldwide as well as being increasingly used for new applications involving security, manufacturing, quality control and anti-counterfeiting.

## The Challenge

"One of the key stimuli behind the BS7799 (now ISO27001) project was our need to achieve official Police Accredited Organisation Status from APCO – the Association of Chief Police Officers" explains Dominique Cleary, Operations Manager at SmartWater Technology. "To do this, we had to comply with a number of criteria – one being that we had to operate to LPS1224, the Secure Register (Database) standard designed by the Loss Prevention Council."

"However, after studying the standard, we felt it fell way short of the requirements of BS7799, being both too rigid and a restriction to technological advancement" adds Cleary. "Fortunately, we were able to persuade ACPO to recognise BS7799 as an alternative to LPS1224."

"Before starting the project, we reviewed the likely resourcing requirements for the work. I was heavily involved in conducting ISO 9000 audits and simply didn't have enough time to do everything that would have been required for BS7799 as well"

recalls Cleary. "We quickly concluded that we needed outside help."

"I short listed three different organisations as potential partners but soon selected Siemens Enterprise Communications as the one best suited to support us" says Cleary. "They responded to our requests quickly, their approach to BS7799 impressed us and, I think above all else, they came across as a very professional organisation."

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## The solution

"The first task Siemens helped us with was defining the scope of our Information Security Management System (ISMS)" states Cleary. "We then moved on to the risk assessment phase of the project which Siemens completed for us using CRAMM – their information security and risk assessment toolkit."

"Their consultant entered information that we'd provided into CRAMM, we answered some questions and a comprehensive risk assessment was then produced within days" explains Cleary. "That was really good."

"For the Statement of Applicability (SoA), I'd already written our Quality Manual and wanted to use that for developing the SoA" says Cleary. "Siemens gave us some useful advice on how the auditors would expect to see the information presented and CRAMM was then used to compile our material into the suggested format."

A further element of the BS7799 project involved SmartWater's security policies and procedures. "Our IT Supervisor had developed most of these previously and Siemens reviewed them for us" recounts Cleary. "Some of their recommendations simply involved updates but we also had to create some brand new policies. Siemens consultant explained how to draft these and, as with the SoA, how to format them to ensure they would be acceptable to the auditor."

"Siemens gave us valuable advice, too, in specific areas like developing incident reporting guidelines, operator logs, maintenance schedules and, importantly, establishing security roles and responsibilities" remarks Cleary. "They also showed us how to setup an ISMS committee – something

that was crucial to us so that we could ensure the ongoing effectiveness of our security procedures in the future."

## The benefits

"We've seen a number of benefits since achieving BS7799 accreditation" states Cleary. "For police forces, it's given people total confidence in the way that we enter and store information that is confidential or sensitive in nature. That was, after all, one of our primary objectives for the project."

"Internally, we've found that the amount of time and effort we expend on supporting our systems has been reduced and we're now a lot more efficient as a business" confirms Cleary. "This is directly because of the fact that we had to review all of our procedures for BS7799."

Staff awareness of security has also been improved at SmartWater. "Employees have more concept of security and they realise its importance to our operations" says Cleary. "We're much tighter, for example, on passwords and things like barring the downloading of screensavers."

"When a new member of staff joins the company, we now take them through our information security policy as part of their induction process" explains Cleary. "So, right from day one, they know about BS7799 and what their responsibilities are. SmartWater is also Investors in People and ISO 9000 certified and BS7799 complements these areas very well."

Reflecting on Siemens contribution to the project, Cleary remarks "The two Siemens consultants that worked with us were very knowledgeable, patient and helpful. For a lot of the work, they simply provided us with templates which we completed and which they

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Dominique Cleary, Operations Manager at SmartWater Technology, [www.smartwater.com](http://www.smartwater.com)

then reviewed. It was a very pragmatic approach that helped us improve our own skills and expertise and which has since benefited us greatly."

"Siemens was also very good at helping us to correctly interpret the BS7799 standard" concludes Cleary. "This was particularly the case during the final audit itself where some sticking points arose and the experience of the Siemens consultant that was with me proved to very useful. He was professional and politely assertive and, in each case, the auditor accepted his arguments and we successfully achieved certification."

## Key features

- BS7799 certification for the secure storage of product and customer data
- CRAMM used extensively for the risk assessment and compiling the Statement of Applicability
- Skills transfer from Siemens consultants to SmartWater staff
- Employee security awareness and business efficiency improved as a direct result of the BS7799 certification programme

## About Siemens Enterprise Communications

Siemens Enterprise Communications is a joint venture between the private equity firm The Gores Group, a leading private equity firm, and Siemens AG. The joint venture incorporates Siemens Enterprise Communications GmbH & Co. KG, its worldwide affiliates and the businesses of Enterasys Networks and SER Solutions, creating a new leader in enterprise communications - strong in unified communications, contact centres and secure networks. More than 14,000 employees worldwide follow an Open Communications approach, providing enterprise communications and data networking solutions for enterprises of all sizes. This enables business processes to be more productive, faster and more secure within any network or information technology infrastructure.

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