

# arvato systems

## Using BS7799 certification to provide ongoing assurance to customers over the confidentiality, integrity and availability of their information

arvato systems is a subdivision of arvato AG – the global, networked media service provider of Bertelsmann AG. Headquartered in Gütersloh, Germany – and with offices in Europe, North America and Asia – arvato systems manages a high-availability IT infrastructure that supports a range of business solutions that includes the planning, development, operation and maintenance of complex IT systems for customers on a worldwide basis.

### The project driver

“As a responsible IT service provider, arvato systems considers information security to be an indispensable requirement in safeguarding the confidentiality, integrity and availability of its customers’ data” explains Thomas Höring, Director at arvato systems. “The Board decided that BS7799 certification would be an excellent way to document – and prove to our customers – that arvato systems has taken all of the security measures necessary to safeguard the information entrusted to us.”

“It was also important that we could assure our customers – and ourselves – that our security controls would remain effective year-on-year. BS7799 is very much about continual improvement and we wanted to be confident we were prepared to deal not just with today’s risks but tomorrow’s ones as well” adds Höring.

### Identifying a partner

“We realised early on that there were a number of specialist areas, such as risk assessment, where we would need support – to both supplement our own resources and to complete the project within the narrow timeframe we had set ourselves” recalls Höring.

“We’d already established that Siemens and Insight Consulting had a proven track record in providing BS7799 consultancy to other organisations” says Höring. “Once we met their team, we were convinced they could provide the expertise we would need to achieve certification efficiently. Insight’s CRAMM product was also recognised as a tool that would introduce valuable economies to the project timescale.”

### Implementing the project

One of the first project activities focused on defining the scope of the BS7799 certification. “The Scoping Study

developed by Siemens and Insight allowed us to visualise what an ‘active’ ISMS would look like” states Martin Obeloer, Project Manager at arvato systems. “This was followed by a Gap Analysis that included an action plan explaining how existing practices would be mapped to each of the BS7799 controls. The approach the Siemens and Insight team adopted worked very well.”

Insight’s CRAMM toolkit was used extensively throughout the project. “We used CRAMM to model all of the key assets within our ISMS such as the IT infrastructure, storage facilities, data centres and, importantly, the hosting services used to secure customer information” states Obeloer. “The risk models were also developed using CRAMM to ensure that any security risks could be permanently managed and improved.”

Employee awareness initiatives were a further component of arvato systems’ BS7799 project. Sven Wittmann, arvato systems’ Information Security Manager, organised a briefing to all employees to explain the importance of the project and what it would mean to them. “Siemens and Insight worked closely with us to ensure our staff were fully briefed on the new security policy and that they understood their individual responsibilities” explains Wittmann.

### The benefits

“Certification has resulted in improvements to both our image with customers as well as efficiencies to our internal processes” explains Wittmann. “We are regularly audited by DQS – the German certification organisation – or often receive requests from customers seeking assurance that their information will be safeguarded. Now we can provide them with independent assurance of this.”

arvato systems’ business continuity plans have also benefited from the project. “We already had a well-defined contingency plan in place” explains Wittmann. “Using input from a Business Impact Assessment that Siemens and Insight carried out for us, we brought our plans into a structured Business Continuity Management framework which has allowed us to continually monitor their effectiveness.”



## Case Study

## SIEMENS

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## Key features

- arvato systems is one of the first companies in Germany to achieve BS7799 certification
- Joint consultancy project by Siemens ICN and Insight Consulting
- CRAMM used for gap analysis, risk assessment, risk treatment and developing project action plans
- BS7799 certification has supported other internal compliance programmes.



## Case Study

Reflecting on the successful conclusion to the project, Wittmann says "arvato systems was certified to BS7799 on the first review with no objections or conditions from the auditor. Such a high degree of success was only possible because of the high level of commitment shown by the arvato systems staff involved and the Siemens-Insight team who were always available to advise us."

"They provided support from the scoping study all the way through to the security and risk analysis, risk treatment and final audit phases of the project" concludes Wittmann. "Their advice proved invaluable in producing the specialist documentation required for the audit and for explaining the approach we had taken to the auditors."

Wittmann summarises the key factors that contributed to the success of the project:

- arvato systems early investment in building a highly secure IT environment was rewarded
- Total commitment from directors, managers, employees and Workers Council created a security-aware culture across the company
- Establishing internal security roles provided the foundation for localised IS expertise
- CRAMM expedited the production of 'living' ISMS documents
- Regular interaction between the consultancy team and stakeholders ensured efficient progress at all stages during the project.

Insight Consulting is the specialist security, compliance and continuity unit of Siemens Communications and offers a complete, end-to-end portfolio encompassing:

- Research
- Consultancy
- Testing
- Implementation
- Training
- Recruitment
- Managed services

Insight is BS7799 certified, is a GCat and S-Cat (Category 7) supplier and subscribes to the CESG Listed Advisor Scheme (CLAS) and CHECK services.

If you'd like to discuss how Insight could help you manage risk in your organisation, email us at [insight@insight.co.uk](mailto:insight@insight.co.uk) or visit our web site at [www.siemens.co.uk/insight](http://www.siemens.co.uk/insight)

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