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Case Study: Voith Digital Solutions

VOITH

With an Information Security Management System (ISMS) certified by TÜV SÜD, clients worldwide entrust Voith Digital Solutions with their data.

Business challenge

Digitalisation puts businesses under pressure, as important, confidential data is a constant target for hacker attacks. Whether due to industrial espionage or vandalism, if IT infrastructure and stored data are not rigorously protected the result will be substantial losses both financially, and in terms of business reputation.

Acting on this backdrop, Voith Digital Solutions, a global provider of IT Consulting & IT Services, was seeking to demonstrate its commitment to the highest security level for customer data.

Voith Digital Solutions is a division of the family-run Voith Group. The independent IT company not only provides support for the Voith Group itself, but also to external clients in more than 300 locations worldwide. A core expertise of Voith Digital Solutions is the stable, cost-effective, secure and efficient operation of highly standardised IT infrastructures with business-critical applications such as SAP and Microsoft Dynamics NAV. The company helps its clients to achieve optimum results with its deep process and business understanding, as well as technical know-how.

As customers entrust Voith Digital Solutions with their data, a verification of the security system is required

OVERVIEW

Client name	Voith Digital Solutions
Industry	IT services
Business challenge	Internationally recognised verification of IT infrastructure security.
Our solution	Introduction, implementation, monitoring and improvement of an information security management system according to the international standard ISO/IEC 27001 – certified by TÜV SÜD.
Business benefits	ISO/IEC 27001 certification is a basic contract award requirement for IT service providers competing internationally. The certificate is recognised worldwide and serves as verification of secure IT systems, mature processes and optimised data security.

before a contract can be awarded. "In the German market, the IT Baseline Protection Manual, published by the German Federal Office for Information Security (BSI) is well-known and widely recognised, but internationally that is simply not sufficient," explains Ralf Pichler, IT Security Manager at Voith Digital Solutions. Without internationally recognised certification, service providers are not invited to submit a tender or quotation. "Certificates are therefore very important for our business. For us, the implementation of an internationally recognised ISO standard was the obvious choice. It was also important to us to have our high level of professionalism, as well as our security measures, reviewed and confirmed by an independent third party."

TÜV SÜD's solutions

In international projects, ISO/IEC 27001 is of crucial importance - it is the leading standard for information security worldwide and applies to companies of all sizes. ISO/IEC 27001 defines requirements for the introduction, implementation, monitoring, documentation and improvement of an information security management system (ISMS). The standard provides a structured, systematic approach for improved protection of confidential data and higher availability of IT systems. Furthermore, the approach firmly anchors the topic of information security in a company's everyday work and across all hierarchical levels.

As a long-standing TÜV SÜD client – Voith's quality management system is certified by TÜV SÜD – the tried and tested partner was a natural choice for the ISO/IEC 27001 certification.

"We wanted to be well prepared, so we brought in a consultancy at an early stage," says Pichler. The Voith Group set up its own IT consulting subsidiary, ditis, in 1999. With its data protection centre and information security expertise, ditis operates as a service provider for both the Group and global clients. With a team of more than 100 employees, ditis is one of the largest security and data protection providers in Germany. From the outset, the available in-house expertise was included in the scope of the ISO/IEC 27001 certification of Voith Digital Solutions. "We advise companies, make them certifiable and perform internal ISO audits based on the standard requirements. In this setting we complement TÜV SÜD," says Rolf Strehle, Managing Director of ditis. "Our experiences with TÜV SÜD and its auditors have been the best, hence we recommend our clients to turn to TÜV SÜD for certification services."

Business benefits

An ISO/IEC 27001 certification mark demonstrates to clients and partners that information security is a company priority. "For us, certification was not only a formal requirement, enabling us to participate in major international tenders. The standard also provided valuable guidance for the documentation of processes," Pichler comments. "We had already fulfilled a broad set of the requirements, but our process descriptions did not conform with the requirements of the standard." To ensure compliance, daily tasks were transformed into specific processes, while others were redrafted or refined, and most importantly, the processes were documented. As a result of the rigorous preparations, compliance to the ISO/IEC 27001 requirements was confirmed and the certification awarded. Pichler shares his tip for companies that are also seeking to achieve ISO/IEC 27001 certification: "It is not very productive to merely read through the standard step-by-step and try to implement it. Engaging a consultant for the preparation enables a clear identification of required costs and efforts, and helps companies avoid potential pitfalls."

Certification has paid off for Voith Digital Solutions. "Previously, clients had to trust that their providers comply with contractually agreed security guidelines. Equipped with a certification mark issued by an independent certification body, we are able to provide reliable verification," Pichler concludes. The competitive advantage of ISO/IEC 27001 certification results from its widespread, international recognition. "We have not calculated an ROI, but for us the certification has clearly been worth the efforts. Without it, we would have missed out on project opportunities, or would only have been able to win contracts by investing disproportionately higher effort. As an IT service provider, our clients throughout the world expect us to optimise processes and to protect their data in the best possible way."

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TÜV SÜD is a premium quality, safety and sustainability solutions provider that specialises in testing, inspection, auditing, certification, training and knowledge services. Represented in over 1,000 locations worldwide, we hold accreditations in Europe, the Americas, the Middle East and Asia. By delivering objective solutions to our customers, we add tangible value to businesses, consumers and the environment.