

INSIGHT ASSURANCE

Service ROCKET

Certification Journey Made Easy: ServiceRocket's ISO/IEC 27001 Experience

ServiceRocket engaged Insight Assurance for its first ISO/IEC 27001 certification process. This concluded the Gap Assessment, Stage 1 audit, and Stage 2 audit.

CASE STUDY · ISO/IEC 27001

1st

ISO/IEC 27001 certification process for ServiceRocket

3

audit phases: Gap Assessment, Stage 1 and Stage 2

2

surveillance audits in the full certification cycle

THE CHALLENGE

A first-time certification across several time zones

As a first-time certification candidate, ServiceRocket needed a clear, structured process and an audit team that could communicate expectations without adding unnecessary complexity.

ISO/IEC 27001 certification can overwhelm organizations with its complexity when pursuing it for the first time. ServiceRocket needed to understand the expectations across multiple phases, and they had to know how to prepare documentation and evidence and address audit findings without losing momentum.

The company also required an audit team that could coordinate across several time zones and provide clear answers to process questions. Effective communication was paramount so all stakeholders could understand the requirements in a way they could act on.

ABOUT SERVICEROCKET

ServiceRocket supports organizations with technology services designed to improve how teams adopt, use, and manage software. As part of its commitment to security and operational trust, ServiceRocket pursued ISO/IEC 27001 certification. It was critical for the company to validate its information security management system through an independent certification process.

1st

ISO/IEC 27001 certification for ServiceRocket

"The ISO 27001 certification process, encompassing the Gap Assessment, Stage 1 Audit, and Stage 2 Audit, was **executed with clear structure and guidance**."

Catherine Matterson, ServiceRocket Inc.

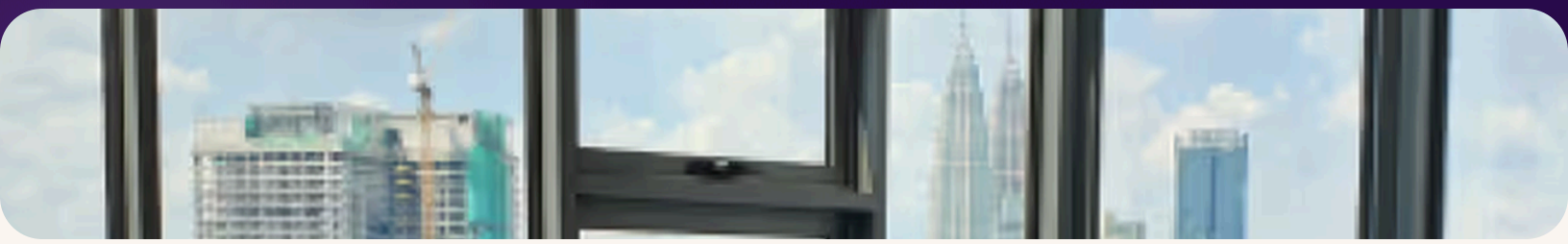
THE SOLUTION

A structured process with timely debriefs

Through consistent project management, timely debriefs, and professional audit execution, Insight Assurance made the certification journey manageable from initial planning through to the final audit activities.

3

audit phases, Gap Assessment to Stage 2



Insight Assurance approached the engagement with a structured certification process covering the Gap Assessment, Stage 1 audit, and Stage 2 audit. After each audit day, the Insight Assurance team provided timely debriefs, comprehensive summaries of the topics covered, all relevant findings, and follow-up items.

ServiceRocket also highlighted Insight Assurance's responsiveness when questions arose, including clarification around acceptable internal auditor qualifications and evidence expectations for controls.

"We are first timers for the ISO-27001 certification. Insight Assurance was chosen after careful review, and we could not have been happier with the outcome."

Catherine Matterson, ServiceRocket Inc.

Results of ServiceRocket's first ISO/IEC 27001 certification

Certification completed

ServiceRocket completed its ISO/IEC 27001 certification process with Insight Assurance and successfully remediated all nonconformities without major issues.

Clearer visibility

The engagement gave the team clearer visibility into certification expectations, audit evidence, and control documentation.

A plan for the full certification cycle

Insight Assurance's transparent engagement structure also helped ServiceRocket plan for the full certification cycle. This included initial certification and two surveillance audits.

An auditor across time zones

The audit team's professionalism and responsiveness also stood out. ServiceRocket noted that its main auditor was selected with time zone accessibility in mind. This made follow-up communication easier for a team spread across several time zones.



For organizations pursuing ISO/IEC 27001 certification, ServiceRocket's experience highlights the value of a structured audit process and effective communication.

It demonstrates the value of a professional certification team that keeps expectations clear and understandable from start to finish.

INSIGHT ASSURANCE

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