Jubilant Vitality Brief:

ISO 9001 and ISO 27001 Certification

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Situation

Many organizations want to be sure that they are working with software vendors that prioritize security and have solid processes in place to ensure regulatory compliance and protection for themselves and their customers.

This is especially vital in the context of increasing cyber threats, specifically the rise of Supply Chain Attacks which target third party software vendors.

Obstacle

It can be hard for organizations to ascertain exactly how secure a third party is. As recent leaks at British Airways, Kia Motors and LinkedIn have shown, size and industry standing do not guarantee security. Even if an organization has been security accredited, their certifications may be out of date, not updated, or the requirements not acted upon.

Organizations are then left with the option of spending time and money testing third party software themselves, such as via the penetration tests offered by KPMG, or writing their own bespoke programs and code, which places additional resource and security burdens onto technical and development teams.

Implication

This lack of transparency can make vendor audits difficult. But the consequences of doing nothing can be severe. A software vendor being compromised can result in: the leaking of customer data, ransom demands, data deletion, unexpected downtime, as well as negative publicity and reputational damage for involved organizations.

For example: software firm Kaseya were the victim of a ransomware attack in 2021 which caused widespread downtime to over 1,000 companies relying on their software. Or the 2020 SolarWinds attack, which compromised the company's Orion software, and targeted government and private organizations, going unnoticed for months before detection.

Solution

The best solution is to select a software vendor which has achieved ISO certification. ISO certifications are internationally recognized industry standards which require adherence to strict security practices, maintained and recorded on an ongoing basis. ISO certifications require a rigorous 2-stage audit to achieve.

ISO 9001 is a standard that ensures quality levels in the manufacture and delivery of products, services, and deliverables. ISO 27001 ensures a standard of information security management. Jubilant is fully accredited in both, and through these Jubilant also adheres to the ISO 5055 standard (Software Quality).

ISO certification helps de-risk working with or buying services from organizations that hold these credentials. They also help ensure that accountability for errors or breaches of security is clear and transparent.

Conclusion:

Jubilant's certification of and adherence to ISO 9001 and ISO 27001 represent a clear and consistent guarantee of security and highlight their commitment to safety as a software vendor.

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