

An Irish SME's perspective on information security management systems

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CONOR DOWLING, DIRECTOR OF MANAGED SERVICES, PROCLOUD



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*An interview with Conor Dowling,
Director of Managed Services with ProCloud*

When your work involves critical business systems, it's vital to get it right. If ProCloud didn't have the right systems and processes in place, one firmware update could have disastrous consequences.

Providing Hyperconverged Solutions, Cloud Managed Services and Digital Transformation through Data Analytics & Automation across Ireland, and many parts of the world, ProCloud, founded by Niall O'Donohoe, Brian Supple and Owen O'Donohoe in 2016, now employs 27. Conor Dowling joined the firm in 2019 and soon after began to research certification.



Ensuring the utmost security

ProCloud's clients include multiple local government bodies and large-scale enterprise industry around the world, who demand the highest possible information security. To show its commitment in this field, ProCloud decided to work to secure ISO/IEC 27001:2017 Information Security Management Systems certification, along with ISO/IEC 20000 Information Technology Service Management Systems.

“We applied for and achieved ISO/IEC 27001 for how we manage security for our own business, but it also extends to our clients. We look after their security, so that gives them confidence, there is a huge concern and consciousness regarding cybersecurity in today’s climate”.

The process of securing ISO/IEC 27001 certification helped ProCloud reshape its strategic approach and it has since hired a Chief Information Security Officer and more information security specialists to manage compliance, endpoint management and other vital priorities.

Certification brings multiple benefits

Securing ISO/IEC 27001 has brought huge benefits across the board for ProCloud, says Conor, “When a new employee starts with us, for example, they have processes and procedures to follow.

He adds that the new structures also facilitate better decision-making. “If someone is trying to decide how to do something, they can work it out in the context of the standards. Following the standards give a very positive outcome to our business and our clients, because we have a response that we all share, what’s best for us and our clients”.

ProCloud’s improved processes have real business impact for the company. Improved supplier evaluation processes, for example, have seen changes to the approach of partnering with vendors.

Looking to further improvement

ProCloud is now looking forward to transitioning from ISO/IEC 27001: 2017 to the updated standard – ISO/IEC 27001:2022. “In response to the ever-changing security needs of businesses, the ISO has added new sections to the standard. We’ll be looking at those in terms of how we respond. Whenever the ISO bring out anything new, we find it beneficial, so when it happens, we read it carefully to understand how it will affect the way we carry out our business and how we can implement these changes to the benefit of not just us, but also our clients.”

www.procloud.ie

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- + Use our self-assessment tool to check your readiness**
- + Request a quotation from us, with no obligation**



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