



# G4S SECURITY SERVICES CERTIFIED to ISO 27001 Standard for Compliance

## Company Profile

G4S Security Services Bulgaria was established in 1993. The company is a subsidiary of the international group G4S, which forms the largest global network of security operations worldwide working in more than 110 countries with over 585,000 employees. G4S Security Services Bulgaria provides security to more than 250 clients countrywide and employs more than 1,000 people.

## Business Situation

G4S Security Services Bulgaria operates in three key sectors: Security Services, Security Systems and Cash Services. As a security organization, the bulk of their information is highly sensitive and needs to be secured to protect against advertent or inadvertent disclosure. Furthermore, a data breach could possibly compromise the integrity of the company's security operations with severe consequences. The G4S Security Services Bulgaria management team had opted to pursue ISO 27001 certification, to support overall information security, and as a competitive differentiator as they would be the first organization in the Bulgarian market to be ISO 27001 certified. Additionally, they would be in a unique position to present best practices and become the centre of excellence for the rest of G4S worldwide.

## Challenge

The sheer volume of information contained in emails and documents within any organization can make it challenging to ensure employees are actually handling this information in accordance with security policies. ISO/IEC 27001 is an Information Security Management System (ISMS) standard published in October 2005 by the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC) that requires the protection of information assets for risk-avoidance.

ISO 27001 formally specifies a management system that is intended to bring information security under explicit management control, including labelling and classification of emails and documents. Being a formal specification means that it mandates specific requirements.

Organizations that claim to have adopted ISO 27001 can therefore be formally audited and certified compliant with the standard.

For G4S Security Services Bulgaria to achieve ISO 27001 certification, they required a solution that would be tightly integrated with the existing Microsoft infrastructure, while being simple for employees to use.

"We deal with numerous complex security technologies, and we clearly understood going into this process that we had to ensure that we were not making things more complicated for administrators or end users. The reality is that for us to achieve the milestone of being ISO certified, we need users to embrace classification," said Boris Goncharov, IT/IS Manager, G4S Security Services Bulgaria.

## Solution

After defining the organization's requirements to protect assets, manage risk, work with local government and gain a competitive edge, G4S management began to search for a solution that could efficiently label and control classified data for ISO 27001 compliance. TITUS Message Classification™ and TITUS Classification for Microsoft Office™ were quickly identified as a good fit with the organization's needs, particularly when it came to ensuring ease of use and administration, integration with Microsoft solutions, and the ability to meet ISO 27001 requirements. Following a review of available solutions and subsequent trials, G4S was confident that the TITUS offering would meet their requirements to label information properly.

As a large organization, there was a need to obtain approval at the executive level for the purchase. "Compared with many of the other Information Security investments we've made, the TITUS offering is very affordable, but with ISO being such a strategic imperative for our organization we had to get buy-in from our executives. Once they came to understand the level of access control we would be able to provide with TITUS, they were sold," said Goncharov.

Following the purchase of the TITUS offering, the G4S team was able to quickly deploy the solution to its more than 1000



employees. From there, G4S became the first organization in Bulgaria to achieve ISO 27001 certification.

“Achieving ISO 27001 certification is a major differentiator for our organization,” said Goncharov. “We do a lot of work with government organizations and private companies where security is a priority. With ISO certification our clients have confidence that we are executing information management with a definite and enforced standard.”

The use of TITUS Message Classification and Classification for Microsoft Office supports classification of all email and documents that contain corporate and personally identifiable information and automate encryption using Microsoft Active Directory Rights Management Services (AD RMS). With AD RMS, the TITUS family of classification solutions allow administrators to associate classification levels with enforceable rights management policy. These policies can restrict the viewing, printing, copying or distribution of Microsoft Office documents and Outlook email.

Now G4S is able to have users apply AD RMS with no prior knowledge as they simply select a classification from the TITUS toolbar, and AD RMS permissions are automatically enforced based on administrator defined policy. Furthermore, G4S can now force the use of AD RMS on certain classes of document and email.

## Key Benefits

### Prevents Inadvertent Data Leakage

G4S Security Services Bulgaria is helping to prevent inadvertent data leakage by ensuring information is handled correctly. Email and documents include visual labels that identify handling instructions and also include metadata leveraged by Microsoft Active Directory to help prevent the information from getting into the wrong hands. G4S can also automate declassification rules and associate rules to AD RMS to implement mandatory access controls to the data for added security. This helps the high profile security company keep very sensitive military, government and financial customer data well protected.

### Helps Achieve ISO 27001 Compliance

With the deployment of the TITUS' offering, G4S Security Services Bulgaria is the first company in the country to achieve ISO 27001 certification. As an organization, G4S is looking at the process the Bulgarian company has gone through to achieve ISO certification and considering it as an organizational best practice to protect sensitive data including PII. “The reality is that as an organization, you cannot accurately classify data manually, to enforce the policies required by ISO 27001, you need to force users to classify their data. Access to information needs to be controlled, or there could be significant consequences. TITUS delivers a solution that is easy to

deploy and solves the business problem of classification in a practical way,” said Goncharov.

## Ease of Use and Management

G4S Security Services Bulgaria has enabled employees to handle classification within their existing workflows. The tight integration with Microsoft Outlook and Office and the intuitive nature of the solution make it as easy to use as a spell check. They have several technologies running and needed something as simple as possible for the end users. The solution prompts the user with a pick-list within Microsoft Outlook to ensure emails and documents are always classified first and the online help and guided classification keeps it very simple for the user. For administrators, the solution was rapidly deployed with very little training once classification labels and policies were assigned.

## Low Total Cost of Ownership

For G4S Security Services Bulgaria, the TITUS product family has delivered high impact at a reasonable cost. With the investment in TITUS, the organization has been able to fulfill the ISO 27001 certification requirements for classification with little impact on its employees, administrators or budget.

“We are extremely proud to be the first company in Bulgaria to achieve ISO 27001 certification, and we are confident that TITUS solutions have been a key part of this milestone. We look forward to sharing this best practice with G4S offices in countries worldwide.”

**Boris Goncharov**

*IT/IS Manager, G4S Security Services Bulgaria*

## About TITUS

TITUS is the leading provider of security and compliance software that helps organizations share information securely while meeting policy and compliance requirements. Our solutions enable military, government, and large enterprises to raise awareness and meet regulatory compliance by visually alerting end users to the sensitivity of information. Products include TITUS Classification, the leading message, document and file classification and labeling solutions; TITUS Aware, products that enhance Data Loss Prevention by detecting sensitive information at the desktop; and the TITUS family of classification and security solutions for Microsoft SharePoint. TITUS solutions are deployed to over 1.5 million users within our over 300 military, government and enterprise customers worldwide, including Dow Corning, United States Air Force, NATO, G4S, Paternoster, Pratt and Whitney, Australian Department of Defence, and the U.S. Department of Veterans Affairs. For more information, visit [www.titus.com](http://www.titus.com).



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