

BASED

United Kingdom

COMPANY SIZE

51-200 employees

INDUSTRY

Information Technology
& Services

**COMPLIANCE
FRAMEWORKS**

ISO 27001



ACTUAL EXPERIENCE SPEEDS UP THEIR SECURITY AUDITS BY OVER 50% WITH ISMS.ONLINE

ACHIEVING ISO 27001

IT & SERVICES

MID-MARKET

ACTUAL EXPERIENCE MAKES THE DIGITAL WORLD WORK PROPERLY BY OFFERING A SUSTAINABLE WORK-FROM-ANYWHERE DIGITAL HUMAN EXPERIENCE. THEIR DATA-DRIVEN INSIGHTS GIVE THEIR CUSTOMERS THE CLARITY AND CONFIDENCE TO BUILD SUSTAINABLE ECOSYSTEMS WITHIN THEIR ORGANISATIONS.

KEY OUTCOMES

Achieved ISO 27001 certification with outstanding feedback

50% time saving on security audits and improved customer trust

Automated manual work for the oversight of their risk mapping and management


THE CHALLENGE

Actual Experience has a global presence of people leaders and IT leaders who rely on their digital workplace technology worldwide. Their customers are incredibly security-conscious and not only hold ISO 27001 but also expect it from their supply chain. Naturally, information security was a top priority for Actual Experience and a turnkey to build trust and transparency among its enterprise customers.

“WE FELT WE WERE ALREADY PERFORMING TO THE ISO 27001 STANDARD AS A RESULT OF OUR CUSTOMERS’ REQUIREMENTS, BUT WANTED TO SHOW THEM THAT WE TOOK THEIR FEEDBACK SERIOUSLY. HOWEVER, IT WAS EQUALLY IMPORTANT THAT ISO 27001 CERTIFICATION WASN’T JUST A TICK-BOX EXERCISE – WE WANTED THE PROCESS TO BRING VALUE TO OUR COMPANY AS A WHOLE.”

BONNIE WOODCRAFT, SECURITY ANALYST, ACTUAL EXPERIENCE

Actual Experience knew that achieving ISO 27001 would remove risk and effort from customers doing their own due diligence. Without the certification, they had to undergo extensive and time-consuming security audits, often slowing down their sales process. They needed a seamless solution to reduce the workload while providing evidence-based compliance – a central place customers could easily use and navigate when they audited them.



THE ISMS.ONLINE SOLUTION

ISMS.online's pre-configured governance, risk and compliance tools enabled Actual Experience to get started immediately. Our experts worked with Actual Experience to accelerate their use of the platform by conducting an internal audit of their ISMS, which helped them quickly and efficiently address improvements and avoid any pitfalls.

“THE AUDITS WE DID THROUGH ISMS.ONLINE’S CAPABLE TEAM HAVE BEEN HELPFUL EVERY STEP OF THE WAY. INITIALLY, WE RECEIVED A LOT OF USEFUL FEEDBACK THAT GAVE US THE INSIGHT WE NEEDED TO ACTIVELY SUCCEED. IN FOLLOWING AUDITS, THEY’VE FOCUSED IN ON OUR ROUGH EDGES AND HELPED US SMOOTH THEM OUT.”

BONNIE WOODCRAFT, SECURITY ANALYST, ACTUAL EXPERIENCE

Actual Experience also appreciated our dynamic risk management feature which automated how they coordinate risks and treatment, saving them valuable time and effort. Actual Experience used our Assured Results Method and Virtual Coach guidance to navigate the different ISMS documents, policies and controls and create the required evidence for their ISO 27001 certification audit, with everything easily accessed and managed in one place.

“OUR CERTIFICATION AUDITORS WERE IMPRESSED WITH HOW ORGANISED WE WERE AND FOUND OUR DOCUMENTS WELL ARRANGED, EASY TO READ AND ACCESS, AND THOROUGH.”

BONNIE WOODCRAFT, SECURITY ANALYST, ACTUAL EXPERIENCE

THE RESULT

Actual Experience achieved ISO 27001 certification first time, reducing strain on the team and boosting customer trust and their market reputation.

Using ISMS.online led to significant time savings for Actual Experience. Bonnie estimates that ISMS.online has helped them shorten their security audit process by over 50%. Without ISO 27001 certification, their security audits would take six weeks. Now they take two – this is a considerable improvement thanks to clear visibility and oversight of their risk profile, with real-time insights driving continuous improvement and growth.

“ISMS.ONLINE HAS HELPED US IMMENSELY WITH OUR COMPLIANCE NEEDS. IT HAS CUT THE TIME WE TAKE IN SECURITY AUDITS BY OVER HALF, IT HAS GIVEN US VISIBILITY OF IMPORTANT RISKS, AND IS FANTASTIC AT TRACKING DOCUMENTS AND VERSION CONTROL.”

BONNIE WOODCRAFT, SECURITY ANALYST, ACTUAL EXPERIENCE

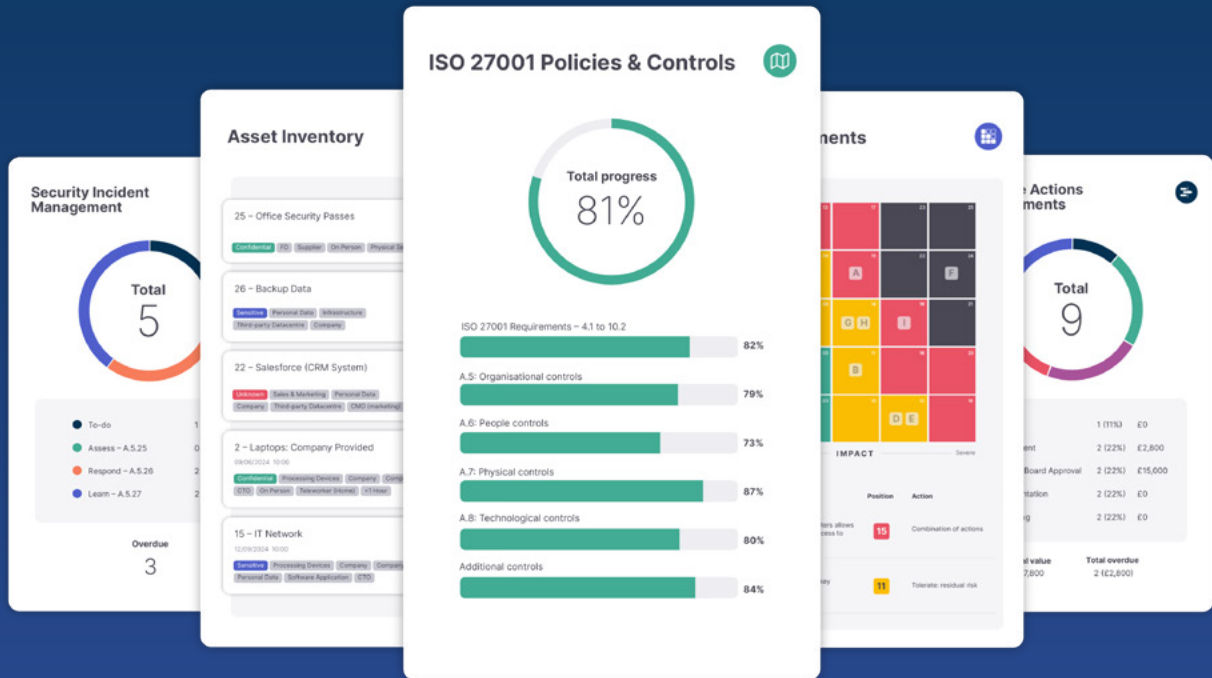
WHAT'S NEXT?

Actual Experience has embraced ISMS.online and how it raises the bar in enabling their organisation to visualise, report, review and continually improve the performance of their ISMS. Looking ahead, Actual Experience anticipates gaining even more value from the platform, providing them with complete control and customisation as their business grows.

“OUR ISMS IS AN EVER-EVOLVING STRUCTURE. AS WE MATURE AS A COMPANY, SO TOO WILL OUR APPETITE FOR CHANGE AND RISK – AND SO THE PLATFORM'S MUTABILITY WILL SERVE US AS WE GROW.”

BONNIE WOODCRAFT, SECURITY ANALYST, ACTUAL EXPERIENCE





WANT RESULTS LIKE THIS?

100% of our users have achieved ISO 27001 certification first time.

Book a demo to see our powerful platform in action.

[Book your free demo →](#)