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Customer Stories

How Calrom bolsters customer trust with ISO 27001 Certification

ISO 27001

Airlines and Aviation

Small Business





Based: United Kingdom

Company Size: 201-500 employees

Industry: Airlines and Aviation

Compliance Frameworks:
ISO 27001

Founded in 2007, Calrom is a software development company that specialises in group booking solutions for airlines. As part of the Travel Innovation Group, Calrom powers its sister brands, Lime and Aviate, with comprehensive flight booking technology designed for tour operators and travel agents. Through close partnerships with airlines and industry stakeholders, Calrom gains deep insight into industry-specific challenges, enabling them to design solutions precisely tailored to operational needs.

Key outcomes

Implemented a robust ISMS and achieved ISO 27001 certification with confidence

Used the IO Assured Results Method to achieve ISO 27001 success

Fostered customer trust by demonstrating commitment to security

The Challenge

As global scrutiny of supplier and third-party vendor security intensified, Calrom's customers began requiring ISO 27001 certification as a prerequisite for continued partnership. Calrom recognised that certification was no longer optional. It was essential to demonstrate their commitment to information security and maintain customer trust.

Beyond meeting customer requirements, Calrom aimed to strengthen its cybersecurity and reduce operational risk. Building an ISO 27001-compliant Information Security Management System (ISMS) would address all three objectives simultaneously.

While Calrom had established a solid security foundation, including policies, controls, an asset register, and network and vulnerability monitoring tools, the business lacked a ISMS. With no prior experience in ISO 27001 implementation, Calrom needed expert guidance to navigate the certification process efficiently and ensure a successful outcome.

The ISMS.online Solution

Calrom adopted the ISMS.online platform to support their ISO 27001 compliance and certification journey, centralising their policies, controls, tasks, risk assessment and treatment, evidence management and more. Calrom also followed our 11-step Assured Results Method (ARM) to streamline the compliance process.

“The templates provided were very useful in helping us understand what information was required and gave good examples of the format expected.”

Chris Jones

Cyber Security Analyst and Designated Information Security Manager, Calrom

Using ARM, team Calrom easily identified and implemented the ISO 27001 controls relevant to their business. They utilised the full functionality of the platform, including policy and procedure templates to meet ISO 27001 control requirements, a corrective actions and improvements track to monitor and resolve any issues, the risk management function to identify and mitigate risks, and more.

The Result

Using the ISMS.online platform to centralise compliance management and ARM to guide implementation, Calrom built a robust, ISO 27001-compliant ISMS and successfully achieved ISO 27001 certification in just 12 months.

Being ISO 27001 certified has met and exceeded the business's initial objectives. Certification has enhanced Calrom's customer relations, enabling the team to maintain and foster customer trust by demonstrating the business's commitment to security.

“Without the ISMS.online platform, I strongly believe we would still not have achieved compliance by now and would still be continuing to implement the policies, procedures and controls and all of the other aspects of our ISMS.”

Chris Jones

Cyber Security Analyst and Designated Information Security Manager, Calrom

In addition, with ISO 27001 controls in place and the business continuing to align with the standard's requirement for continuous improvement, Calrom now has a robust, evolving approach to information security that can adapt to business changes and new requirements.

Chris also praised the support Calrom received from the ISMS.online customer success and support teams throughout the certification process. [They] said: “The team have been great to work with and very helpful. They have provided a lot of guidance and support, and always respond in a timely manner to any communications we have with them.”

What's next?

Now that Calrom has achieved ISO 27001 certification, Chris and the team are looking at additional certifications for the future, including artificial intelligence, such as the best practice ISO 42001 certification and business continuity planning certification ISO 22301.

“I would highly recommend ISMS.online and their platform to anyone wanting to achieve ISO 27001 and implement a robust Information Security Management System.”

Chris Jones

Cyber Security Analyst and Designated Information Security Manager, Calrom

Want results like this?

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