

BASED

United Kingdom

COMPANY SIZE

50 - 99 employees

INDUSTRY

Healthcare

COMPLIANCE FRAMEWORKS

ISO 27001, ISO 9001, ISO 22301



HOW HEALTHCARE RM IS STREAMLINING COMPLIANCE AND DELIGHTING AUDITORS WITH ISMS.ONLINE

MULTIPLE STANDARDS

HEALTHCARE

MID-MARKET

HEALTHCARE RM IS A LEADING INTEGRATED HEALTHCARE COMPANY THAT PROVIDES A FRAMEWORK FOR MANAGING EMPLOYEE HEALTH. WITH A RANGE OF DEPARTMENTS, INCLUDING OCCUPATIONAL HEALTH, MENTAL HEALTH CARE, FUNCTIONAL HEALTH, AND MORE, THE BUSINESS TAILORS ITS OFFERING TO INDIVIDUAL CLIENTS TO PROVIDE A FULLY INTEGRATED SERVICE AND PROACTIVELY SUPPORT EMPLOYEE WELL-BEING.

KEY OUTCOMES

Achieved UKAS-accredited certification, demonstrating high compliance and effective management systems

Enabled fast, efficient external ISO audits

Positioning Healthcare RM as a trusted supplier

THE CHALLENGE


The team at Healthcare RM knew that robust quality management, information security, and cybersecurity were paramount to establishing the company as a trusted healthcare solution. As such, the business had successfully achieved UKAS certification to ISO 27001, ISO 9001, and ISO 22301 but was seeking a simpler way to manage its compliance.

Before using the ISMS.online platform, the company maintained compliance by recording evidence using spreadsheets and a document management system and setting manual reminders for essential risk and policy reviews. This approach worked for maintaining certifications, but it made for a time-consuming and unnecessarily intensive process for the team.

“PEOPLE PANICKED WHEN THE WORD AUDIT WAS MENTIONED. YOU JUST THINK, “OK, THIS IS NOT THE RIGHT WAY TO DO IT.” WHEN WE WENT THROUGH THE UKAS PROCESS AND HAD OUR FIRST AUDIT TO GET THE CERTIFICATES, I ASKED, “IS THERE ANYTHING WE CAN USE THAT WILL MAKE THIS WHOLE PROCESS BETTER?”

ADAM HAMILTON, DIRECTOR OF OPERATIONS AT HEALTHCARE RM

Healthcare RM needed a solution that would allow Adam and his team to easily manage multiple ISO standards, allowing them oversight of overall progress, task assignments and completion status. Ease of use for external auditors was also vital.





WE WERE USING SPREADSHEETS AND THE DOCUMENT MANAGEMENT SYSTEM, WHICH WAS MESSY. NOW WE HAVE THE ISMS.ONLINE PLATFORM, WE USE IT AS THAT STRATEGIC VIEW – A HELICOPTER VIEW OF EVERYTHING THAT’S GOING ON WITH OUR THREE CERTIFICATIONS.

ADAM HAMILTON, DIRECTOR OF OPERATIONS AT HEALTHCARE RM


THE ISMS.ONLINE SOLUTION

Healthcare RM implemented the ISMS.online platform for simplified compliance, transferring the management of all three of its existing UKAS-accredited certifications: ISO 27001, ISO 9001 and ISO 22301. The platform allows the team to easily view and manage its certifications under one roof, centralising compliance efforts with a live dashboard that provides an overview of progress and outstanding tasks.

“WHEN YOU LOG INTO THE PLATFORM YOU CAN SEE EVERYTHING: WHETHER WE’RE UP TO DATE ON EVERYTHING AND WHAT’S UP AND COMING. THAT, TO ME, WAS THE BIGGEST DIFFERENCE, SAVING ME SO MUCH TIME.”

ADAM HAMILTON, DIRECTOR OF OPERATIONS AT HEALTHCARE RM

Using ISMS.online alongside their existing document management system, Healthcare RM have been able to simplify policy, process and evidence management while leveraging the platform’s automated reminders to address actions and achieve continuous improvement.

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YOU'RE SAVING ONE PERSON'S WORTH OF WORK PER YEAR. IF WE DIDN'T HAVE THE PLATFORM, WE'D PROBABLY HAVE TO EMPLOY ANOTHER PERSON TO SUPPORT AND HELP.

ADAM HAMILTON, DIRECTOR OF OPERATIONS AT HEALTHCARE RM

THE RESULT

Healthcare RM has recently achieved recertification to its ISO 9001, 27001 and 22301 standards, showing the organisation's dedication to quality and information security governance. The team used the ISMS.online platform to reduce the time and resources needed for maintaining compliance, as well as accelerating the internal audit process.

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ADAM HAMILTON, DIRECTOR OF OPERATIONS AT HEALTHCARE RM

The business has also significantly improved its external audit process with the ISMS online platform. Clearly defined risk, asset, policy, and control areas are all accessible from a central dashboard, enabling auditors to navigate the company's certification projects without requiring further guidance from the Healthcare RM team.

“WE CAN SEE HOW MANY OUTSTANDING TASKS THERE ARE AND WHO THEY'RE ASSIGNED TO, THEN REMIND PEOPLE THEY NEED TO LOG ON AND GET THOSE THINGS DONE. THAT'S A HUGE TIME SAVER AND COST SAVER.”

ADAM HAMILTON, DIRECTOR OF OPERATIONS AT HEALTHCARE RM

With an ongoing commitment to compliance, quality assurance, and governance, a focus on delivering the right solution for the right customer, and highly regarded UKAS accreditations, the team can continue to position Healthcare RM as a trusted supplier in tender processes and when speaking to prospective clients.

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“WITHOUT THE [ISMS.ONLINE] PLATFORM, YOU HAVE ORGANISED CHAOS FOR THE AUDITORS. WITH THE PLATFORM, YOU HAVE A STRUCTURE THAT THEY CAN UNDERSTAND. THERE’S A SET STRUCTURE AND A WAY OF DOING THINGS THAT MAKES IT QUICK AND EASY FOR YOU AS THE USER, BUT ALSO FOR THE PERSON WHO’S DOING THE AUDITING.”

ADAM HAMILTON, DIRECTOR OF OPERATIONS AT HEALTHCARE RM

WHAT’S NEXT?

Despite recently achieving recertification, the Healthcare RM team isn’t resting on its laurels. Adam and his team are focusing on ongoing compliance and are even advising clients on UKAS accreditations for robust quality management and information security governance while they consider potential additional standards for Healthcare RM in the future.

“WE USE THE PLATFORM AND OUR CERTIFICATIONS TO HELP BETTER OURSELVES AND PROVIDE AN EVEN BETTER QUALITY SERVICE TO OUR CUSTOMERS, GIVING THEM PEACE OF MIND THAT WE ARE FORWARD THINKING TO EVERY EVENTUALITY.”

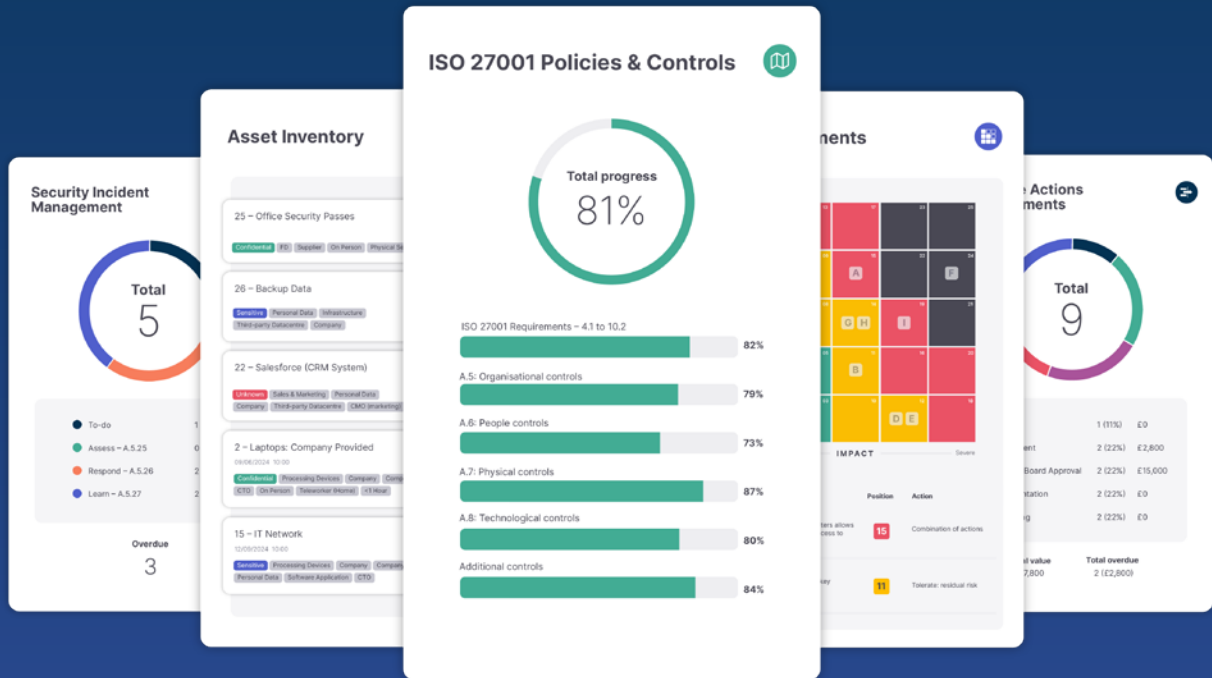
ADAM HAMILTON, DIRECTOR OF OPERATIONS AT HEALTHCARE RM



IF ANYONE’S CONTEMPLATING USING [ISMS.ONLINE], THEY SHOULD GET THE PLATFORM BECAUSE THEY’RE OBVIOUSLY IN A STATE OF MIND THAT THERE IS SOMETHING BOTHERING THEM ABOUT HOW THEY CURRENTLY DO THEIR ACCREDITATION AND THEIR GOVERNANCE. SO THEY JUST NEED TO JUMP ON AND BUY IT.

ADAM HAMILTON, DIRECTOR OF OPERATIONS AT HEALTHCARE RM





WANT RESULTS LIKE THIS?

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