# isms.online

## MIRACL
### The login you love

# MIRACL TURNS TRUST INTO A COMPETITIVE ADVANTAGE WITH ISO 27001 CERTIFICATION

ACHIEVING ISO 27001     SAAS     SMALL BUSINESS

**MIRACL IS A LONDON-BASED WEB SECURITY FIRM THAT ENABLES BUSINESSES TO PROTECT THEIR EMPLOYEES, CLIENTS AND TECHNOLOGY WITH STRONG MULTI-FACTOR AUTHENTICATION AND DIGITAL SIGNING SERVICE.**

**MIRACL OFFERS AN EFFORTLESS LOGIN EXPERIENCE THAT PUTS USERS FIRST, ROLLS OUT HASSLE-FREE, AND KEEPS DATA LOCKED UP TIGHT. AS A VENDOR IN THE SECURITY SPACE, THEY KNOW THAT INFORMATION SECURITY IS CRITICAL TO THEIR BUSINESS.**

## KEY OUTCOMES

Saved months of time on ISMS implementation and accelerated their path to audit

Wins trust of security-conscious customers and prospects with ISO 27001 certification

Streamlined their vendor due diligence process using our governance, risk and compliance solution

## THE CHALLENGE

The MIRACL team was spending months on due diligence with their prospective customers. This process was manual and extremely tedious. It was clear they needed to prioritise ISO 27001 certification to effectively prove security to their prospects and accelerate the sales process.

**"HAVING A NUMBER OF PROSPECTS INFORM US THAT WORKING WITH US WOULD BE EASIER, OR INDEED THAT WORKING WITH US WOULD BE IMPOSSIBLE WITHOUT AN ISO 27001 CERTIFICATION, WE TOOK THE PLUNGE JUST OVER A YEAR AGO TO START THE PROCESS."**

GRANT WYATT, CHIEF OPERATING OFFICER, MIRACL

# THE SOLUTION

MIRACL needed a solution that allowed them to take a straightforward, step-by-step approach towards ISO 27001 certification.

ISMS.online's pre-built bank of content and tools gave MIRACL an 81% headstart helping them meet every ISO 27001 requirement and Annex A clause in an auditor-approved way.

"These predefined 'banks' of information, for example risks, interested parties or asset register types that you can look at, select, add and tweak save so much time," said Chief Operating Officer Grant Wyatt. "Trying to think of all of these oneself would take months."

**"IT WOULD'VE TAKEN US TWICE AS LONG TO ACHIEVE ISO 27001 AND WOULD TAKE US SO MUCH MORE TIME TO REMAIN COMPLIANT WITHOUT ISMS.ONLINE."**

YASMEEN FROST, HEAD OF DELIVERY, MIRACL

Our platform helped MIRACL create vital evidence for their Stage 2 Audit by enabling them to dynamically map information security risks and tailor applicable policies and controls to their specific needs. "The policies fit our business like 90%, we only had to change a few small things."

This dynamic approach fosters a culture of resilience, enabling MIRACL to adapt to emerging threats while maintaining robust security measures.

The team at MIRACL also appreciated the ISMS.online's customer support team and worked closely with their dedicated Customer Success Manager — two critical resources that guided them throughout the entire implementation.

**"THE RESPONSIVENESS FROM EVERYONE IN THE ORGANISATION WAS EXCEPTIONAL."**

YASMEEN FROST, HEAD OF DELIVERY, MIRACL

# THE RESULT

Achieving certification against ISO 27001 for the first time, with no non-conformities, was a significant moment for everyone at MIRACL. When it came to their certification audit, the company was well-equipped to meet the standard's requirements and their auditor's expectations.

**"OUR AUDITOR HAD PREVIOUSLY SEEN ISMS.ONLINE A NUMBER OF YEARS BACK. THEY WERE SUPER-IMPRESSED WITH THE FEATURES AND FUNCTIONS THAT HAD BEEN ADDED, INCLUDING THE AUDIT PROGRAMME STRUCTURE. WHILST THE AUDIT WAS LONG, WE WERE EXCELLENTLY PREPARED, AND PASSED WITH FLYING COLOURS."**

GRANT WYATT CHIEF, OPERATING OFFICER, MIRACL

By implementing ISMS, MIRACL can continue moving upmarket and is no longer blocked by proof of security and compliance when dealing with highly regulated industries and enterprise customers. The time spent on vendor's due diligence for each new prospect has been reduced to a one-step process.

"When the next prospect wants to do due diligence on our information security, I perceive that 6 months of filling in answers to hundreds of questions on a spreadsheet might be accomplished in a few hours of discussion whilst we show them things on ISMS.online"

# WHAT'S NEXT?

MIRACL sets to prioritise compliance and makes it a central theme of how they do business. Using ISMS.online, they can quickly drive continuous improvement and growth from one single platform. "We have added several 10's of items into the improvements track and we will continue on our journey towards even further excellence."

Excellent information security management is now deeply embedded in their business, and maintaining their ISMS requires minimal ongoing effort.
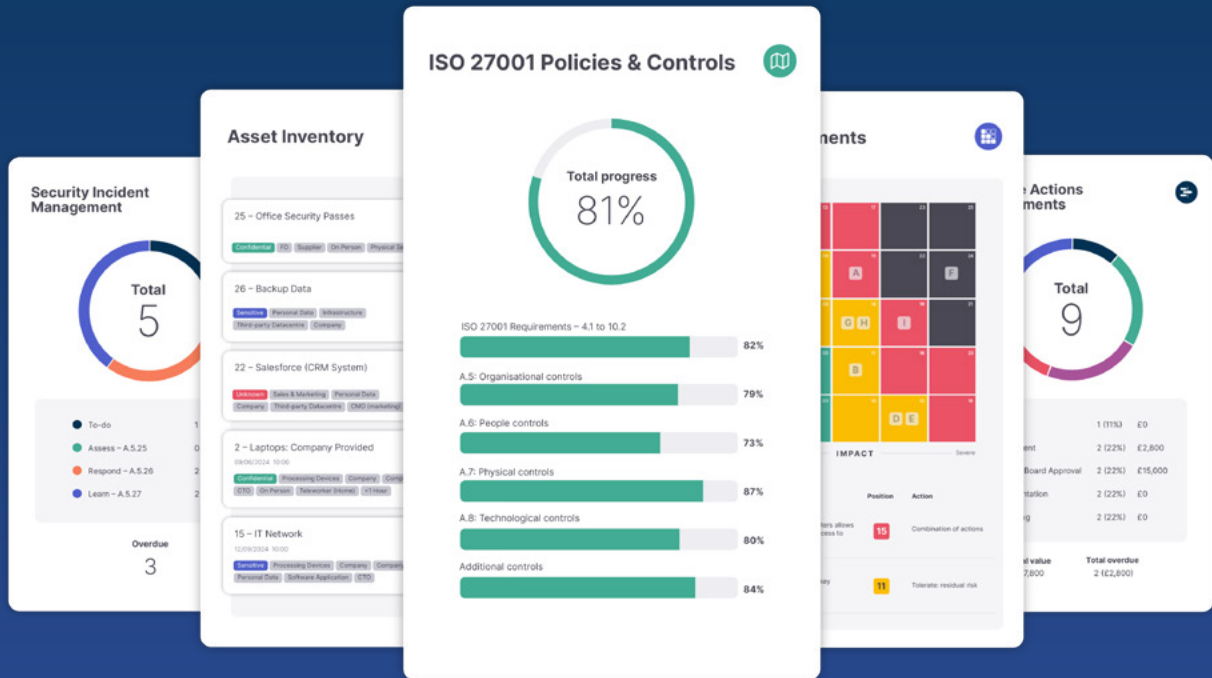
# WANT RESULTS LIKE THIS?

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** →