



Gaining competitive advantage through BSI's business continuity management solutions

Customer needs

- To demonstrate to customers and stakeholders that world-class business continuity management is in place
- To enable competitive Service Level Agreements with regard to business continuity and recovery

Customer benefits

- Customers are now assured that Interxion has state of the art business continuity management
- Robust and detailed recovery planning is in place which will reduce the cost of disruptions and the recovery time
- Market-leading Service Level Agreements can be set with confidence
- Control of business risk is strengthened

“The reputation and credibility of BSI certifications carries genuine weight with our customers, with many of them understanding the level of commitment required to maintain the certification and the benefits that come from having it in place.”

John Shannon
ISO Program Manager
Interxion

interxion[™]
Carrier-Neutral Data Centres

Customer background

Interxion is a leading provider of carrier-neutral colocation data centre services in Europe, serving over 1,100 customers through 28 data centres in 11 European countries (such as HP, ABN AMRO and LeasePlan). Interxion's uniformly designed, energy-efficient data centres offer customers extensive security and uptime for their mission-critical applications. With connectivity provided by 350 carriers and ISPs and 18 European Internet exchanges across its footprint, Interxion has created content and connectivity hubs that foster growing customer communities of interest.

Why certification

Interxion took the decision to seek certification to BS 25999 for business continuity management (BCM) because prospective customers are looking for proof that robust BCM process is in place. "My view is that certification to BS 25999 is becoming a must have," comments John Shannon, Interxion's ISO Program Manager. "When we have customers coming in to do their own audits they look heavily into business continuity and by having BS 25999, we can demonstrate that we have dedicated the time and the resource into putting the necessary requirements in place and reassure our customers that we are delivering the highest level of business continuity."

In addition, the certification enables Interxion to deliver market-leading service level agreements (SLAs). Says Shannon: "I think the whole reason for the certification going forward is to support our SLAs, to guarantee to our customers that we are committed to doing everything possible to ensure we are state of the art in terms of BCM provision."

Why BSI

With BSI, Interxion is able to get combined audits – which are 'very easy, streamlined and efficient', and to benefit from BSI's expertise. "Working alongside the BSI business continuity technical advisor, a review highlighted areas that otherwise may not have been addressed," says Shannon. "The guidance that was given was invaluable and can only add to the long term success of the BCMS."

Implementation

Interxion's implementation of BS 25999 was considerably accelerated and simplified by using the pre-existing ISO/IEC 27001 information security management system. Aart Bitter, BSI's Lead Assessor for Interxion estimates that 60 - 80% of the structure already existed. "Business continuity is already part of 27001," he notes. "At a practical level Interxion already had BC in place including the framework, the risk assessments, the business impact assessments (BIA) and the continuity plans. They only had to be sure that they also fulfilled all the formal requirements of BS 25999 in relation to their BCMS."

Shannon agrees that the implementation of BS 25999 was much quicker. "Without ISO/IEC 27001," he says, "it would have been far more demanding. We've inserted BCM into the existing processes and model." Interxion now has two certifications that are combined into one management system, supporting common processes and streamlined communications across 11 countries and 13 cities.

Benefits of working with BSI

The certification proves to its customers that Interxion's BCMS meets the most exacting requirements and moreover that Interxion is committed to providing the best possible service at all times, regardless of interruption.

"BSI is the leader for standards and certifications and by working with them it assures our customers that we are providing the highest level of business continuity and information security."

John Shannon
ISO Program Manager
Interxion

Additionally, through having the risk management and impact analysis process working together Interxion has greater control of and focus on the common business risks it faces across multiple locations.

Finally Interxion can set market leading SLAs with confidence and credibility, giving it an important competitive advantage.

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Your business could benefit from BS 25999,
just like Interxion.

To find out more visit www.bsigroup.com



The BSI certification mark can be used on your stationery, literature and vehicles when you have successfully achieved certification.

