

# ISO 27001 Customer Case Study: Welocalize Inc.

An international standard on how to manage information security.

*With the risk of cybersecurity breaches increasing, the demand for cybersecurity standards such as ISO27001 Information technology –Security techniques has grown. With a focus on continual improvement, certified companies must identify the information they are trying to protect, assess the risk factors surrounding this information and implement the required controls and processes to protect it. Under ISO 27001:2013, companies are forced to take a deep look at all their internal practices and address the 114 required controls or provide justification for why they are not applicable.*

## AUDITOR SPOTLIGHT: PAULO PORFIRIO

*Here's what Aaron Heber, VP Global IT at Welocalize had to say about the audit process.*

The whole process of gaining certification exceeded our expectations; it was a very detailed and thorough audit that led to many internal improvements. This process can sometimes be overwhelming, but once you're through it, you know you've earned your certification, and your working practices have been verified by a third party to the highest standards. Paulo was extremely knowledgeable, very personable, professional and was a joy to work with. We knew we'd uncover areas where we were non-compliant and Orion was incredibly diligent and clear with their feedback, showing us what we needed to improve - some of which opened challenging discussions that Paulo was more than happy to talk through with us. Overall, it was a fair, insightful, and thorough audit.



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## BACKGROUND

**Welocalize** offers innovative localization services to help global brands reach audiences around the world in more than 250 languages. Providing translation and localization services, linguistic talent management, and language technology that leverages automation through AI, Welocalize's range of managed language services must be easy-to-integrate, efficiency-driven, and secure. Welocalize is ranked as one of the world's largest LSPs by language industry intelligence firms CSA Research, Nimdzi, and Slator.

When asked why Welocalize pursued ISO 27001, Aaron Heber, VP of Global IT, emphasized their commitment to IT security practices, maintaining customer trust through a third-party audit, and their focus on leveraging technology to differentiate the outcomes they deliver for customers. Welocalize works with large global brands, including some in highly regulated industries such as life sciences and legal, and to have such a certification for these companies is a standard expectation. As such, Welocalize wanted to demonstrate to clients that they are following best-practice security protocols, which in turn gives Welocalize a competitive edge.

## HOW DID WELOCALIZE PREPARE FOR THE AUDIT?

Welocalize understands the benefit of using technology to enable better performance, quality, and security of services for their clients. Utilizing many best-of-breed cloud services, they are well equipped to spearhead initiatives like ISO 27001 certification.



**Mindset:**  
Open to change & 100% accountable for outcomes



**Knowledge:**  
Building a team with InfoSec experience



**Preparation:**  
Close attention to detail during internal audits



**Confidence:**  
Trust in the process and outcomes

## BENEFITS OF CERTIFICATION TO WELOCALIZE

1

Prior to becoming ISO 27001 certified, Welocalize held certifications in ISO 9001, ISO 17100, ISO 13485, and ISO 18587. According to Aaron, "Gaining ISO 27001 with a company that knows us, how we work, and the importance of these certifications for us and our clients felt like the right approach. We expect our partners to demonstrate a high level of competency and knowledge, to assure us that we are gaining accreditation of the highest quality".

2

Conforming to security regulations and privacy policies is something Welocalize's clients have grown to expect. Having gained ISO 27001 certification, they are now assured that they're working with a partner that puts information security at the forefront.

3

This certification is vital for Welocalize's marketing practice. First-party data needs to be secure in order to stay in line with guidelines, including GDPR. With ISO 27001 Welocalize will be able to prove their marketing practice is keeping their clients' data secure and used in line with regulations.

4

Welocalize's ISO 27001 certification was not site- or role-specific. Their offices across the globe work under the exact same security processes and procedures, so there is no need for multiple policies.

5

This certification gives Welocalize a competitive advantage, especially alongside the other ISO certificates they have as it shows they are a highly trustworthy company to work with.