

Arrow Business Communications Limited does the double and achieves ISO9001 and ISO27001 through its Public Sector Division.

Submitted by: Arrow Business Communications Limited

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In March 2021 when Arrow (<http://www.arrowcommunications.co.uk/>) announced the acquisition of Complete Network Ltd, a leading provider of managed WAN and LAN solutions specialising in blue light and business critical solutions, it represented a significant milestone in our strategy to expand our foothold within the public sector and within the NHS in particular and provided the foundation for our Public Sector Division.

Four months on and we have reached a further milestone in our public sector journey as Complete Networks (<https://www.completenetworks.co.uk/>) achieved accreditation of the internationally recognised ISO 9001:2015 and ISO 27001:2017 standards.

ISO9001 formally recognises our commitment to provide excellent and consistent quality in whatever we do, whilst ISO27001 provides the necessary assurance to our customers, suppliers and partners of our stated intent to preserve the confidentiality, integrity and availability of our data and to continually review and enhance our security posture over time.

In a clear show of confidence the UKAS-accredited auditor noted that our Business Management System had “exceeded expectation” and that those controls audited were “effective and efficient” and “in response to clear business need”.

The Auditor went on to comment that our approach was “easily 12 months ahead of the curve in terms of its maturity” and that it had benefitted from a “clear and concise” employee engagement strategy.

Commenting on the accreditation, Divisional Director of Arrow Public Services, Ian Jackson said: “The team have worked extremely hard to meet and exceed the requirements of our customers without compromise to information security. I am delighted and proud that their efforts, have been formally recognised in this way and that they have received such strong endorsement in the process. “{Accreditation to ISO 9001:2015 and ISO 27001:2017 is fundamental in our public sector journey and provides the assurance that our customer's demand.}”

Richard Burke, CEO Arrow Business Communications: “For us it’s beyond a box-ticking exercise: it also demonstrates our focus to create a ‘quality and security culture’ within our organisation by being frank about the reasons for compliance with all stakeholders and doing something about it.”

For more information, please contact:

Catherine Ingram, Head of Marketing

Tel: 0330 135 5393

Email: catherine.ingram@arrowcommunications.co.uk

Web: www.arrowcommunications.co.uk (<http://www.arrowcommunications.co.uk/>)

About Arrow

Arrow specialises in telephony, data, IT and energy solutions for businesses. It offers a diverse product range ranging from collaboration, connectivity, cyber security and core business applications and services.

Arrow has nine offices, annual sales of over £52 million and 255 staff supporting a diverse range of businesses from entrepreneurs to national, multi-site organisations. Many of our customers purchase multiple products and services from us, choosing Arrow as their technology partner year after year. Learn more about the types of customers we support and the solutions we have implemented here.

Over the years, Arrow has kept pace with technology, working with 'best of breed' providers in order to explore, define and tailor market-leading solutions for businesses. Arrow has a number of strategic partnerships in place across the broader technology Marketplace.

Arrow Business Communications Ltd, 1st Floor, The Wharf, Abbey Mill Business Park,
Lower Eashing, Godalming, Surrey, GU7 2QN