



LANGUAGELINE SOLUTIONS SUCCESS STORY

**LanguageLine
Solutions®**

LanguageLine Solutions UK has been providing interpretation, translation, and localization services for over 35 years. They are a trusted supplier to a wide range of public and private sector organizations, in the UK and across the world. Read this success story to find out why LanguageLine chose STREAM to help maintain and manage compliance with the ISO 27001 standard.

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The Challenge

Prior to STREAM, LanguageLine was using various spreadsheets and documents to monitor compliance with the ISO 27001 control framework. It had taken us a long time to establish and get accustomed to a process that the team could use. Even though it involved a number of manual processes which were time-consuming to review, it was working relatively well for us.

It wasn't until we wanted to start incorporating information security risk management in 2014 that it changed. With the requirements for assessing risks, listing controls and managing them, it became apparent quite quickly that we would need a healthier way of handling the information.

The spreadsheet system which was in place would not have been able to cope with the new demands. With this method, there's also always a risk of someone not using the same spreadsheet or the latest version, deleting information by mistake or the file becoming corrupt.

Selection criteria

We were working with an information security consultant who had advised us to move to a centralized system.

Initially, I wasn't massively keen on adopting an application, as I was worried it could potentially jeopardise the stability we had established with our manual process. I thought that getting used to a new system would demand an excessive amount of work and that training the other users (control and risk owners) would be difficult.

Nevertheless, we needed a solution which was easy to use (requiring minimal training), easy to install, affordable and had an element of support included. We wanted the reassurance that there would be assistance and guidance available when the consultant was no longer on the scene. Based on this criteria, STREAM was recommended.

When I learned how it would be managed, what the system would look like and what assistance would be provided to help us install and migrate our information, we decided to approach Acuity.

When STREAM was presented, the risk owners really liked the software as it enabled them to be able access the same application and run their own risk assessments. It was important that the users were on-board so this was a big bonus.



EASY TO USE



EASY TO INSTALL



AFFORDABLE



**SUPPORT
AVAILABLE**



**ENCOURAGES TEAM
COLLABORATION**

Benefits

STREAM has been really useful as it has allowed us to streamline our information security activities, work more collaboratively and become more efficient thus saving us a large amount of time. It is part and parcel of how we manage information security within the business. I really like the simplicity of it and the functionalities that it offers.

Having all our information in one application gives us an accurate overview of the system. We now have 4 users at LanguageLine using STREAM including myself. I no longer have to update spreadsheets on behalf of my colleagues; they can do their own updating, as and when it is necessary. STREAM has definitely saved me a lot of time in this respect.

The reporting capabilities have also been advantageous, particularly for presenting visibility to auditors. Using STREAM, I have been able to create queries which meet our needs. We are now able to demonstrate the risk assessment process, risk assessment reviews, the actions, the status of these actions, etc. It is valuable that we are able to show the auditor the science behind the system.

STREAM is continually evolving and improving. It has been evident that Acuity is listening to customers and applying their requirements in the latest versions. As with any other tool, you have to invest time to learn it both initially and over time as updates are developed. My team and I have found STREAM surprisingly simple to grasp.

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The resources that Acuity have provided play a key part in learning how to use the tool. There is an online training portal made up of short videos which show the progress and completion status. Bit by bit, they carefully describe STREAM's functionalities.

It gives really good, straightforward, basic explanations which is just what you need. It's an idiot-proof guide in a format that really encourages learning. I find the content really informative especially as we don't have an expert within the company.

Support

We have only needed to contact Acuity's support team a handful of times over the years but they have always been highly responsive and approachable.

I appreciate the fact that Acuity have their own experts who are able to provide excellent advice. When I had a question about creating and deleting controls in STREAM, a member of the Acuity team was able to guide me through the process, explaining what happens and why. This was valuable as it helped my understanding.

On another occasion, we had an access issue which was resolved and restored within the hour. Again, this was really helpful.

Future use

In the near future, we are looking to expand our use of STREAM with the most immediate priority being GDPR.

Acuity Risk Management helps businesses worldwide effectively manage, prioritize and report on their risks to inform strategic decision-making and build long-term resilience.

Its powerful STREAM platform provides rapid time to value to reassure stakeholders that risks are under control and compliance is maintained with increasingly complex standards and regulations. With STREAM, Acuity eliminates the guesswork around risk to support strategic decision-making, prioritization of resources and justification of expenditure to maximize ROI. With customers worldwide, Acuity has proven success supporting customers in highly regulated and targeted industries such as finance, IT, telecommunications, healthcare, defense and government.



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 Acuity Risk Management

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