

## 2sms Information Security – ISO 27001 Overview

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### Information Security – The Facts

ISO 27001:2005 is an Information Security certification. Information Security defines Information, as an asset, which adds value to an organization and consequently needs to be suitably protected. It can be printed or written on paper, stored electronically, transmitted by post or using electronic means, shown on films, or spoken in conversation.

Information security protects information from a wide range of threats in order to ensure business continuity, minimize business damage and maximize return on investments and business opportunities.

Information security is achieved by implementing a suitable set of controls, which could be policies, practices, procedures, organizational structures and software functions. These controls need to be established to ensure that the specific security objectives of the organization are met.

Information security is characterized in the standard as the preservation of:

- Confidentiality
- Integrity
- Availability

### 2sms Application

In December 2005, 2sms was certified as complying with the standard BS 7799-2:2002. BS 7799-2:2002 is the British Standard from which ISO 27001:2005 was produced. Proof of certification can be found at <http://www.iso27001certificates.com/>, please select Certificate Register.

### Customer Benefits

The benefits customers will receive from 2sms's commitment to ISO 27001:2005 are:

#### Quality

2sms strives to ensure customers receive a quality service, through the implementation of the standard 2sms have added several enhancements to our service to improve the customer experience. These improvements include:

- New message sending software has been written, meaning customer messages are processed quicker and we consistently out-perform our SLA.
- The security of customer data is continually assessed and enhancements implemented to improve the customer experience.

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### Global Reach

2sms is one of the only corporate text messaging companies with such extensive network coverage.

### Security

2sms now requires all customers to use Strong passwords and there is an option for an additional layer of security using Pin access.

### Business Continuity

As part of the ISO process, we have installed our servers within a secure data warehouse located in the USA with two failover sites located in the US and UK.

- Resilience – 2sms is rare in having failover contingency globally for our message sending providers through more than one company. We have observed that no one message sending provider has 100% connection and this is something our customers no longer need to be concerned with.
- Continuous Improvement – As part of the ISO process, 2sms now discuss potential improvements to all areas of our service on a weekly basis, this includes the discussion of suggestion provided by customers and enhancements put forward by our customer support and IT department.

2sms | **Providing Organizations With A  
Communications System They Can Trust**

### How to contact 2sms

For more information, please contact us at [877-276-7266](tel:877-276-7266), or visit [www.2sms.com](http://www.2sms.com), for a personalized response to your needs.