

Mobile Embrace powered by 2sms – ISO27001 Information Security

The Mobile Embrace Business SMS service is powered by 2sms, a Mobile Embrace partner. 2sms was chosen to supply the product in part because of the ISO27001 certification that 2sms holds.

In December 2005, 2sms was certified as complying with the standard BS 7799-2:2002, and ISO 27001:2005.

Visit <http://www.iso27001certificates.com> to see the 2sms certification.

Customer Benefits

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

Quality

Mobile Embrace has chosen 2sms to ensure customers receive a quality service. Through the implementation of the standard, 2sms have added several enhancements to to improve the customer experience. These improvements include:

- The security of customer data is continually assessed and enhancements implemented to improve the customer experience.
- Global reach - 2sms connects to multiple carriers and aggregators to provide extensive global coverage and multiple contingency routes for message delivery.
- 2sms operates a contingency platform, and has built in robustness and failover to its process. Leveraging its Microsoft Gold Certified partner status, 2sms uses Microsoft Data Protection Manager to compliment its Storage Area Network and database synchronisation services.
- Software is developed using Microsoft Team Foundation server as the centre of software code source control, QA and testing processes.

Security

Mobile Embrace powered by 2sms now requires all customers to use Strong passwords and there is an option for an additional layers of security through the use of PIN access, SSL and VPN access.

Business Continuity

As part of the ISO process 2sms has installed their servers within two secure data warehouse located in the USA with a data backup site located in the UK. This US platforms are EU Safe Harbor certified, bringing them into the regulatory framework of the UK Data Protection Registrar.

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Resilience

2sms has 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 monthly basis, this includes the discussion of suggestions provided by customers and enhancements put forward by our customer support and IT Departments.

Information Security - The Facts

ISO 27001:2005 is an information Security certification. Information security defines information as an asset, which adds value to an organisation 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, minimise business damage and maximise 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 the specific security objectives of the organization are met.