



Background

Nova IT Solutions is based in Sittingbourne Kent and is a multi award winning company providing outstanding IT support and services for schools, charities & businesses 7 days a week. Implementing and installing a complete IT infrastructure, maintenance and support of existing systems, or providing the services to supplement and enhance the infrastructure already in place. Nova IT Solutions provide a professional friendly service seven days a week providing computer support and business services in Kent, London and the surrounding areas. They have happy customers, 98% of their customers gave them an excellent in their latest survey January 2011.

Requirement

Establishing a need for ISO accreditation was easy for the company. Heather Nowak Director Nova IT Solutions cites the benefits of ISO in terms of – “customer satisfaction, business improvement and market credibility improvement in particular for “contract tendering” in the public sector” Timescales were established for the **ISO 9001 & 14001** implementation within a plan, and a five month implementation window, based on resource availability.

“The management system we now have in place provides a systematic and measurable approach to determine and address risks to our information assets,” says Heather Nowak Director at Nova IT Solutions. “As well as providing reassurance to customers and sub-contractors alike, we wanted to foster

a culture of security awareness and self-improvement within our company.”

“The biggest challenge we faced on our certification journey was to create a management system that was user-friendly for the company as well as providing us with a robust framework to manage quality, environmental risk and reduce cost,” notes Roland Nowak Director. “We improved customer buy in by using our internal “Ticketing system” which records and logs support calls. The ticketing provides easy internal recording of support calls and provides valuable feedback for service improvement which in turn helps with the achievement of our ISO 9001 quality objectives.

Objectives

The adoption of a dual implementation of both standards reduced implementation timescale and cost.

The Quality and Environmental Objectives and policies were driven from a clear business plan. For April 2010 to March 2011, the main objectives and performance measures were as follows:-

- Aim to respond to client calls within two hours
- Maintain response to clients 7 days a week
- Maintain a client satisfaction rate of at least 97%
- Aim for and maintain zero non conformance - quality and environmental
- Aim to maintain our awards and gain additional awards (2011/12)
- Increase our national client base by 10% (year 2010/11)
- All sourcing of equipment to meet environmental standards
- To meet our environmental legal obligations year on year

Business Flow Approach - Overview

1. **Reviews** – Objective and policies established
2. **Processes** mapped – identification of areas for improvement
3. **Planning** – Quality / Environmental / Document Systems integration
4. **Delivery Of Implementation** – IMS (integrated management system)
Quality / Environmental
5. **Creation** of IMS system (QMS EnMS) and Stage 1 and 2 External Audits
6. **Review** – internal audits and Management Reviews

Delivery - how it was achieved

Business Flow UK Limited supplied an initial **free review** and identified areas for improvement.

With a sound plan, **Business Flow UK Limited** ensured that the company was briefed and committed to the ISO objectives. The company was already operating to certain codes of practices which were put in place in preparation for ISO.

The stages throughout the implementation where ISO documentation was required and the need for resource time to develop was reduced as Business Flow UK undertook the establishment of these for the company as part of its service:

- The project plan and management indicating and arranging activity timescale resource and budget
- The processes were mapped in electronic format covering all areas of operations.

Case Study Nova IT Solutions Limited



- The IMS (Integrated management system) was created with the related control documents for Non Conformance and Customer feedback etc.

With documentation in place the external stage 1 Audit was undertaken by **BSI** (British Standards Institution) and no **non conformances** were found, permitting the company to progress to Stage 2 Audit within a short period of time.

The planning and preparation at detail level provided by Business Flow UK Limited enabled the company to undertake the Final Stage2 Audit with minimal disruption to daily activities and a final positive recommendation to BSI for ISO certification.

Outcomes & Benefits

Even prior to the **ISO** certification issue the company had realised benefits of the implementation process. The key areas of improvements being

- Customer service in terms of feedback from customer and continuous improvements to services
- Standardisation of processes
- Documentation control efficiency improvements
- Environmental improvements following documentation reduction and uniform of document control.

"Obtaining ISO 9001:2008 has been a magnificent achievement for Nova IT Solutions," continues Heather. "We as a company signed into ISO as an objective for our business, the way we conduct ourselves and the way customers view us. I believe we are now in a position to survive the current economic downturn and are in good stead to be able to grow when the financial situation improves. We have already had encouragement from large organisations and secured business that we could not have obtained prior to certification"

By working hard over two financial quarters and achieving ISO 9001 /14001 - Nova IT Solutions are now a Multi Award Winning company providing outstanding IT Support and Services for schools, charities & businesses 7 days a week. They have happy customers!

Commenting on Nova IT Solutions Best Business Award for Best Small to Medium Size Business, the Chair of the Judges said: "Many organisations pay lip service to great customer service but few actually deliver above and beyond expectations. Nova are one such company. Their willingness to go that extra mile for their customers is evident from their round-the-clock IT support and their dedication has been rewarded with impressive financials and business growth"