



Safaricom underpins its credibility and strengthens their customers' confidence through the provision of quality products and services while protecting their information based on the ISO/IEC 27001 requirements.

Safaricom has transformed from a telecommunication service provider into a technology company. It has grown to be more than just a mobile service provider, morphing into a digital lifestyle enabler leveraging on technology, and driven by its purpose: To transform lives. Safaricom's corporate strategy is based on becoming a purpose-led technology company by 2025 based on 4 pillars: strengthening the core, being a financial services provider, winning in selected digital systems, and achieving cost leadership.

One of the tangible benefits of successfully achieving ISO/IEC 27001 certification is winning new business as potential customers have peace of mind knowing Safaricom's information security processes meet the requirements of an internationally recognized ISO standard. In addition, third-party audits conducted by Safaricom's customers have become more efficient as complete re-assessments of the implemented ISMS are not required. The certificate and statement of applicability are proof of controls we have in place to protect customer information and the technology landscape.

The organization has also been involved in knowledge sharing as a benchmark for other organizations that want to pursue this certification.



Find out more: [bsigroup.com](https://www.bsigroup.com)

“Our strategy is to establish a customer obsessed, digital-first organization. Customer obsession is our main effort and we are working to ensure that we fix the pain points in our customer journeys, resolve customer issues at the first point of contact and ensure safety for our customers when transacting on M-PESA. Our goal is to continue to deliver a wide range of products and services designed to present sustainable solutions to some of society’s most pressing challenges through being a digital-first and insights-led organization.”

Peter Ndegwa
Chief Executive Officer
Safaricom PLC

BSI Solution

BSI helped us from the beginning by giving us an implementation roadmap which entailed activities such as the implementation checklist, training, and capacity building of our staff in setting up the ISMS framework covering :

- Not only looking at non-conformance in ISMS implementation but also celebrating the areas of conformance and reinforcing the same.
- Always pushing us to question the ‘why’ if an objective is not met i.e. follow through with root cause analysis and action.
- Prior to the achievement of the ISO/IEC 27001 certificate, stage 1 and stage 2 audits were completed successfully.

Client challenge

The overall mission of the company is to be customer-centric by providing relevant products and services. Technologically, this entails enhanced systems and processes to meet the evolving needs of customers. Also with constantly evolving computing requirements, the technology landscape has become more complex.

Implementing an ISMS provides a holistic and standardized approach for securing the technology ecosystem and ensuring all key processes and controls of information security are implemented across the organization. In addition, the framework enables one to measure the efficacy of the controls in place which can aid in identifying risks on an on-going basis ensuring they are resolved through robust root cause analysis.



Why BSI?

BSI has proven experience over time in capacity building and certification of ISO programs. Most importantly BSI is a partner in the implementation journey providing the necessary guidance on the necessary requirements required to achieve compliance.