

ISO Certification Announcement

We are proud to carry the ISO flag!!

Vakrangee is certified with ISO 9001:2008, ISO 27001:2013 and ISO 20000-1:2011.

The International Organization for Standardization is an independent, non-governmental international organization and the world's largest developer of voluntary International Standards that supports innovation and solutions to global challenges. ISO is made up of the national standards bodies of ISO's 163 member countries working in partnership with international organizations, governments, industry, business and consumer representatives. The Central Secretariat is based in Geneva, Switzerland.

ISO has published more than 19,500 International Standards covering nearly every industry — from technology to food safety to agriculture and healthcare.

ISO certifications “give world-class specifications for products, services and systems, to ensure quality, safety and efficiency. They are instrumental in facilitating international trade.”

Vakrangee has achieved its certification ISO 9001:2008, ISO 27001:2013, ISO 2000-1:2011 underwent an evaluation process that included: Quality management system development, Information security management system development and IT service management system development, management system documentation review, pre-audit, initial assessment and clearance of non-conformances, all of which work to identify corrective actions that eliminate non-conformance to the quality management standard, Information security management standard and IT service management standard .

To maintain our certification, we periodically perform internal and external audit to ensure compliance, to verify that we are managing its processes effectively and to assess initiatives for continued improvement.

ISO 27001:2013 Certification

Vakrangee is ISO 27001:2013 certified company which means that Vakrangee has been independently verified and awarded the most rigorous and internationally recognised and most prestigious information security standard available which committed to global standards for security best practice and for implementing and managing security controls that protect information assets.

Vakrangee undergone a stringent evaluation of the company's processes for its information security management system received this certification for its Operations, IT and MIS departments within its organization after passing an audit of its ISMS and consequently met the ISO 27001: 2013 requirements.

ISO 27001:2013 standard is the recognised international benchmark for information security management, outlining how to implement and uphold an independently assessed and certified information security management system (ISMS). By implementing the latest 2013 version, Vakrangee Information Security Management System (ISMS) is compliant with the latest best practices, controls and industry standards. By achieving this Vakrangee has demonstrated its commitment to Information Security Management, continuous improvement in Information Security standards, and signalled the further strengthening of its credentials as a managed service provider. Protecting information is a top priority for companies in the modern connected world, especially in regards to securing high volumes of sensitive online information. When businesses and consumers are managing and transmitting private data over the internet, there are enormous potential consequences if it is not handled properly. ISO 27001:2013 certification ensuring the safety of the data is integral for the protection of the company, its customers and its partners.

Vakrangee is serious about securing its valuable information assets by putting in place appropriate policies, procedures and controls to assess and treat risks to information security throughout the organisation.

ISO 27001:2013 specifies the requirements for establishing, implementing, maintaining and continually improving an information security management system within the context of the organization. It also includes requirements for the assessment and treatment of information security risks tailored to the needs of the organization. ISO 27001:2013 is the most stringent certification for information security controls. ISO 27001:2013 ensure organisation can apply a framework to business processes to help identify, manage and reduce risks to information security, and considers not only IT but all business operations.

Vakrangee is committed to safeguarding Data Confidentiality, Integrity and Availability (CIA). In the past few years several large companies have dealt with major intrusions and /or hacks of their software or infrastructure that have resulted in the loss or exposure of sensitive customer information. Preventing similar instances and ensuring the safety of all sensitive customer and partner data is a top priority for the Vakrangee, and we have taken proactive actions to ensure that information is managed and stored securely so that company's partners and customers can have complete confidence in the safety of the information they share with us. Gaining ISO 27001:2013 certificate allow Vakrangee to deliver a highest level of security for its customers that the majority of competitors cannot offer at this time.

The ISO 27001:2013 certification process requires Vakrangee to:

- Thoroughly evaluate information security risks, including the impact of identified threats and vulnerabilities.
- Design and implement a comprehensive set of information security controls and other risk management measures to address security risks within its own cloud infrastructure as well as its corporate environment.
- Implement an overarching program to ensure that the information security controls meet the information security needs for both Vakrangee and its customers on an ongoing basis.

The purpose of this international standard is to help organization establish and maintain an information security management system (ISMS). Vakrangee information security management system (ISMS) is a set system used to manage and control information, risks in security as well as maintaining the integrity, protection and preservation and confidentiality of information. Its information security management system (ISMS) includes policies around access control, incident management, data protection, business continuity, physical security, human resources and technical procedures.

The ISO 27001:2013 standard was published in September 2013, and supersedes the ISO 27001:2005 information security standard. The new standard puts more emphasis on measuring and evaluating how well an organization's Information Security Management System is performing, and includes a new section on outsourcing, taking into account that many organizations rely on third parties to provide various IT services.

ISO27001:2013 certification achievement demonstrates an organisation's ability to meet compliance requirements, which in turn increases external and internal customer satisfaction. The management system focuses on the security of the digital data of the organization, compliance with legal and other requirements, to meet the own criteria for security of data / information and the management and improvement of the processes and activities in the field of the data / information security.

ISO27001:2013 is a strategic attainment for Vakrangee. Ultimately, Vakrangee want to continuously improve the services it offers to its customers, and proving its readiness to meet customers' compliance requirements. Vakrangee work continuously to ensure that it not only meets, but exceed the requirements of a growing organisation serving a demanding industry. Vakrangee have a huge appetite for ensuring that its customers receive the benefit of rigorous yet swift business processes and robust security systems. This is a major step forward in Vakrangee demonstrating its commitment to Information Security Management and will positively help in co-operating with its customers' compliance requirements.

With ISO 270001 certification and the clear competitive advantage it brings, the company looks forward to discovering the other advantages that are enjoyed as a certified organisation. With the framework in place to meet the requirements, Vakrangee finds a path to continuous operational improvements for the benefit of its customers; a path which will enable the company to widen its services portfolio and customer base.

For more information on ISO 27001:2013, visit the [ISO/IEC 27001:2013](#)

ISO 20000-1:2011

Vakrangee is ISO 20000-1:2011 (Service management system requirements) certified company which verifies that Vakrangee meets international standards for IT service management systems. The certification is proof of Vakrangee drive towards improving operational efficiency and its commitment to service excellence. ISO 20000-1:2011 is customer-focused international standard that contains the IT Infrastructure Library (ITIL) best practices for information technology (IT) service management.

Implementation of the ISO 20000-1:2011 Standard is an integrated process approach to deliver managed service in order to meet requirements. It is fully integrated into its business practices under ISO 9001:2008, to ensure that its customers have a seamless support solution.

The ISO 20000-1:2011 certification confirms that Vakrangee IT management practices and processes are tightly controlled and applied consistently. Certification provides validation of high quality IT professional services to Vakrangee customers. Vakrangee is providing the best quality of the IT services to its current customers and the practices has been validated through third party certification of its commitment to continuous improvement.

ISO 20000-1:2011 is a service management system (SMS) standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve service management system (SMS). The requirements include the design, transition, delivery and improvement of services to fulfil agreed service requirements.

ISO 20000-1:2011 signals Vakrangee continued commitment to provide exemplary information technology services to its clients. The ISO 20000-1:2011 certification substantiates ability to deliver the highest level of service management to clients using repeatable and cost-conscious processes. ISO 20000 promotes the "adoption of an integrated process approach to effectively deliver managed services to meet the business and customer requirements".

A new version of ISO/IEC 20000 Part 1: Service management system requirements (abbreviated to ISO/IEC 20000-1:2011) was published in April 2011 – with some mandatory requirements which must be fulfilled by organizations in order to be compliant with the ISO 20000 standard. ISO 20000 is the first international standard for IT service management. ISO/IEC 20000-1:2011 ('part 1') includes "the design, transition, delivery and improvement of services that fulfil service requirements and provide value for both the customer and the service provider.

The authors of the new version describe the main differences to the earlier edition (ISO/IEC 20000-1:2005) as follows:

- Closer alignment to both ISO 9001 and ISO/IEC 27001
- Clarification of existing definitions and addition of new definitions
- Introduction of the term "Service Management System" (SMS) and aligning the standard with the concept of a SMS
- Clarification of the requirements for the governance of processes operated by other parties
- Addition of requirements for the design and transition of new or changed services

For more information on ISO 20000-1:2011 visit the [ISO/IEC 20000-1:2011](#)

ISO 9001:2008 certification

Vakrangee is ISO 9001:2008 certified company as we always put an effort to prove to our customers that we want to be the best at what we do and we are committed to their needs and for managing quality across our operations and programs. We have proactively taken decision to become ISO 9001:2008 certified company many years back. This is a one that not only anticipates the demands of our customers, but also demonstrates a commitment providing quality services to all current and future customers. Our goals focused on the emphasis of quality assurance. We aim to show our customers our quality, every day.

An ISO-compliant quality management system:

- Enables a company to consistently provide products and services that meet customer and applicable statutory and regulatory requirements.
- Aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

ISO 9001:2008 supplements the best practices Vakrangee already follows, including the Capability Maturity Model Integration Level 3 (CMMI Level3) framework and the Project Management Body of Knowledge (PMBok). Together, these quality processes extend throughout the entire company, from executive management to all of the company's projects.

The certification of compliance with ISO 9001:2008 recognizes that the policies, practices and procedures of our company ensure consistent quality in the product and services we provide to our internal and external clients. With this certification, our stakeholders can be confident that company's team is dedicated for maintaining the highest efficiency and responsiveness in achieving company's ultimate goal – guaranteed client satisfaction.

We have demonstrated that our processes and commitment to quality is on par with some of the largest, most successful companies in the world.

For more information on ISO 9001:2008, visit the [ISO 9001:2008](#)