

**Amicus ITS awarded
ISO 20000 accreditation
status**



27th September 2017

Amicus ITS has received its certificate from LRQA to mark the company's success in gaining a new stringent IT service management accreditation

Security Co-Ordinator, **Emma Purr** advises: *"This is the first internationally recognised standard for IT service management and I am very proud of our achievement today".*

Director of Technology, Security & Governance, **JP Norman** added: *"It is a significant coup for Amicus ITS. At this time, very few IT Managed Service Providers have been prepared to go the extra mile that we have undertaken in 2017. It rightly demands a greater level of scrutiny and self-critique of an organisation's systems and processes. Fortunately, Amicus ITS is used to pushing itself hard to realise best practice both for ourselves and our customers.*

With our existing ISO 27001:2013 and ISO 9001:2015 accreditations, the net result will be a more intelligent and streamlined management process that gives us the opportunity to redefine outcomes and our effectiveness. This will underpin our route to better customer satisfaction, staff motivation and continual improvement".

Emma Purr summarised: *"For anyone curious to know in simple terms what benefits ISO/IEC 20000 delivers, it can be summarised as follows:*

- *The achievement of international best practice standards of IT service management*
- *The development of IT services that are driven by - and support, business objectives*
- *The integration of people, processes and technology to support business goals*
- *The putting in place of controls to measure and maintain consistent levels of service that are compatible with ITIL and support continual improvement".*



Emma Purr with JP Norman

Anyone wanting further information about ISO 20000 should contact the Sales team on +44 2380 429429 or email enquiries@amicusits.co.uk