

A photograph of three business professionals (two men and one woman) in a modern office setting, engaged in a conversation. They are dressed in business attire. The woman is in the center, flanked by two men. They appear to be in a hallway or a meeting area with large windows in the background.

## PECB Case Study: Itransition

Standard spotlight: ISO 9001 & ISO/IEC 27001

**Itransition reinforces their position as a global provider of digital transformation and software production through ISO - PECB International standards**

*“Since ISO standards are primarily oriented towards manufacturing businesses, we were looking for a certification body with experience in certifying software companies taking into account Agile/Lean management approaches and other particularities. As PECB met all our requirements, we made a choice in their favor.”*

**Vladislav Nikitin, CTO, Itransition**



## Company background

Founded in 1998, Itransition is a global provider of digital transformation and software product development services. The company works globally with various customers ranging from startups to large enterprises. They focus on developing technologically complex, but easy-to-use solutions supporting key business processes of clients.

Itransition delivers the whole spectrum of custom software development services, systems integration, IT strategy and consulting, QA and testing, maintenance and support. They have multiple development centers in Eastern Europe, with 2,000+ specialists on board and a network of delivery centers in Europe and the USA.

Since their foundation, Itransition has been heavily investing in building project delivery and related processes to ensure transparency and control of each project phase, and guarantee the delivery of expected results on time. They've been paying particular attention to process implementation and execution, continuously monitoring quality, repeatability thus ensuring continuous improvement.



We help businesses unveil and satisfy the demand for digital transformation by providing engineering and consulting services that foster competitiveness and innovation.

**Vladislav Nikitin, CTO, Itransition**





## ISO Standards Certifications

After PECB audited the company's processes in software development, quality assurance, deployment, and maintenance services delivery, Itransition confirmed compliance with the international standards in **Quality Management (ISO 9001)** and **Information Security Management (ISO/IEC 27001)** systems. The PECB certification on these standards has helped them formalize and properly document processes, which in turn helped them simplify communication with their most demanding and mature enterprise-grade customers. On top of ROI, these ISO certifications allowed Itransition to reach an even higher level of transparency of processes, perfecting the previously developed management framework and taking the concept of continuous improvement to a new level.



# Customer Needs

**According to Itransition, the PECB certification has helped them:**

- ▶ facilitate cooperation with large and reputable companies as well as highly regulated companies (e.g. in the healthcare domain), as certification is essential for cooperation with these companies;
- ▶ compliance with Quality Management and Information Security standards;
- ▶ find common ground with Information Security and compliance representatives of their customers, be it auditors, security and procurement officers, etc., since having a conventional communication and documentation framework allowed them for more unified communication.

For a large enterprise such as Itransition and their worldwide presence, the probability of vulnerabilities in their structural frameworks as well as in information management is at a constant high.

The company's business processes required more standardization and a certification against a standard which helps them build a comprehensive and detail-oriented Quality Management System, ensuring that they have a system which is well structured and fits their industry roadmap.

Furthermore, operating in a global market that is persistently focused on service credibility and delivering the highest quality digital products, including having an effective Information Security System, Itransition sought a certification body which tackled directly these areas for improvement.





# Pre & Post Certification Period

In the pre-certification period, Vladislav Nikitin, the CTO of Itransition, who led the entire certification effort from the beginning, says that they had to overcome a variety of structural challenges.

## Before Certification

As the company grew larger while establishing their presence in more and more countries, they started facing the following challenges:

- ▶ Desynchronization in understanding processes among departments, which, in turn, caused difficulties (for example, when onboarding new employees and clients).
- ▶ Multiple interpretations of the same process - there could be several versions of the same process (e.g. different employee grades when reviewing qualifications), which existed in various documents at the same time.
- ▶ Difficulties while explaining/describing their processes to clients.

## After the Certification

According to Itransition, the certification preparation process allowed the company to:

- ▶ synchronize the understanding of processes across different departments;
- ▶ optimize business processes to develop internal regulatory documentation and create a dedicated space in the corporate knowledge base;
- ▶ create a transparent, replicable, scalable framework within the company, on which they can impose any other process and policy in the future.



## Most Improved Parts of the Organization

“Because of the compliance to the ISO standards and the PECB certification, the operations of the company's production, as well as internal IT infrastructure departments, have improved significantly. It allowed for streamlining the processes, improving project execution analysis, and simplifying process bottlenecks identification”, Vladislav added.

The work of the pre-sales, sales, and marketing departments has also been made more efficient through access to a set of supporting documents. All in all, being compliant with ISO standards allowed Itransition's employees to ensure continuous improvement of their Quality Management and Information Security Management processes.





## Why PECB?

Ittransition had a number of criteria when looking for a certification body. Among them were:

- ▶ Worldwide recognition
- ▶ Certification against various ISO standards
- ▶ Reasonable pricing
- ▶ Integrated management systems certification
- ▶ Accredited certifications

“PECB’s reputation in the industry, including many years of experience, references and efficient communication, made PECB the best choice for us”, added Vladislav.



**PECB** BEYOND  
RECOGNITION

[www.pecb.com](http://www.pecb.com)