



## Blackbox Solutions

**Blackbox Solutions chooses CQS for ISO certifications**  
**Established in 2012, Blackbox Solutions is a provider of state-of-the-art multifunctional print, scan and copy technologies.**

The company is an official supplier of a range of products from leading brands including Samsung, Konica Minolta and Kyocera. Blackbox Solutions offers its customers lease or purchase options for the latest printers, along with all consumables such as toners and cartridges.

Based in Maidstone, Kent the company has enjoyed rapid growth over the last few years and now offers its clients innovative IT services and support.

As part of the company's expansion and breadth of services offered, the senior management team decided to go through the ISO 9001 certification to ensure that best practice procedures and high standards are incorporated into everyday operations.

ISO 9001 requires the implementation of a Quality Management System, and organisations use the standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements. Blackbox Solutions now has a Quality Management System in place as part of ISO 9001.

In addition to ISO 9001, and to prepare for the new General Data Protection Regulation (GDPR) which comes into force in May 2018, the company hired a dedicated Compliance Office to oversee the company's conformity with the new act. Part of this process was going through the ISO 27001 certification which covers all aspects of information security, and commitment to efficient data security and management.

The certificate required an information security management system (ISMS) be introduced and training provided for all staff members at Blackbox Solutions.

Steve Nolan, Blackbox Solutions' Compliance Officer said: "With so many divisions to our business, along with the GDPR deadline fast approaching, it was important to us that all of Blackbox's operations ran as smoothly as possible and all staff followed best practice. Being awarded ISO 9001 and ISO 27001 certificates has helped us achieve this goal.

*"The project manager at CQS was a great help in the whole process and made gaining our ISO certifications stress-free and simple. The training offered to staff was very comprehensive and we are now able to fully comply with ISO procedures."*

For more information please visit [www.blackbox-solutions.co.uk](http://www.blackbox-solutions.co.uk)

## Company Overview



Blackbox Solutions provider of managed workplace services, specialising in printing management and printer leasing.

### Location

Maidstone, England

### Industry

Printing Services

### Size

2-10 employees

### Certification achieved

ISO 9001 Certification

ISO 27001 Certification

### Background / Challenge

Founded in 2012, Blackbox Solutions quickly grew from a provider of print and copy technologies into a broader IT services company. To support this growth and ensure best practice, the management team pursued ISO 9001 certification to formalize quality processes. At the same time, the upcoming GDPR regulation created a pressing need for stronger data security, leading the company to seek ISO 27001 certification and implement an Information Security Management System. Together, these challenges required Blackbox Solutions to align rapid expansion with robust compliance and operational standards.