



E2E Technologies

E2E Technologies have achieved ISO 9001 and ISO / IEC 27001 and 20000-1 Certification with CQS.

They were looking for standards that were not only going to ensure that they stand out from their competitors but were going to align their internal processes and promote best practice internally. These certifications have really helped to raise the standards internally and demonstrate to their clients that E2E are committed to delivering services that meet and where possible, exceed their expectations.

Due to a previously disappointing experience, it was important that E2E Technologies worked with a Certification Body that was equally committed to delivering standards as they are. The assessor could not be faulted and provided a personal element to the whole process as well as being thorough in his approach.

The whole process has helped to improve the internal operations of the business and deliver services in accordance with internationally recognised standards. We look forward to continuing our relationship with E2E and recognising their ongoing improvements with future audits.

E2E was born from a mix of frustration and good intentions. Frustration over the high prices, terrible service and poor communication inherent within the IT support sector. Good intentions relating to a desire to overturn the stereotypes typically attached to managed IT services.

With over fifteen years' in the sector, our founders were also driven by a nagging feeling that things could almost certainly be done better... Faster, simpler, less reactive. More human. And you know what? They've got a point...

Why should IT be complicated? Unresponsive? Unapproachable? Surely it would be better to proactively manage and maintain technology so that problems don't occur in the first place? It's not rocket science, especially when you consider that the average SME loses 500+ hours per year due to IT issues (mostly caused by poor support and reactive maintenance).

Challenges

- Inconsistent service to customers
- Process not being followed which led to documentation not being provided
- Market competitiveness

Goals

- Implement ISO 9001 for quality management.
- Achieve ISO 27001 certification for information security.
- Align IT services with ISO 20000 for service management excellence.

Company Overview



E2E Technologies is a proactive, SLA-beating managed service provider in the North West of England.

Location

Wirral, England

Industry

IT Services and IT Consulting

Size

11 - 50 employees

Certification achieved

ISO 9001 Certification

ISO 27001 Certification

ISO 20000-1 Certification

Background / Challenge

E2E Technologies, a UK-based managed IT services company, set out to overcome industry-wide frustrations of high costs, poor communication, and reactive support. While the company aimed to deliver faster, simpler, and more human-centric IT solutions, it faced significant challenges such as inconsistent customer service, lapses in process adherence, and the need for stronger competitiveness in the market. To address these issues, E2E sought internationally recognised ISO certifications that would align internal processes, improve consistency, and reinforce its credibility with clients.



Implementation Process

Step 1: Gap Analysis

- We conducted an internal review against each set of ISO standards
 - Lack of documented processes and policies
 - Inconsistencies surrounding risk management
 - Quality not being adhered to relating to the basics of the job

Step 2: System Development

- ISO 9001: Implemented a Quality Management System (QMS) with standardized processes for client onboarding, project delivery, and feedback.
- ISO 27001: Established an Information Security Management System (ISMS), including a risk assessment framework, incident response plan, and access controls.
- ISO 20000: Developed a Service Management System (SMS) to align IT services with business objectives and ensure consistent delivery.

Step 3: Internal Training

- Employees were trained on ISO standards at all levels.
 - What is ISO?
 - How their roles feeds into each iso standard
 - Need to review awareness presentation

Results

1. Improved Service Delivery
 - a. Customer satisfaction increased and customer were more willing to fill in feedback sheets.
2. Enhanced Security
 - a. No major security incidents were reported after implementing the ISMS, earning greater trust from clients.
3. Productivity Increased
 - a. Standardising the internal processes led to improved team collaboration.
4. Market Competitiveness
 - a. ISO certifications helped secure contracts with larger clients who required vendors to meet strict quality and security standards.

Lessons Learned

- Continuous service improvement: we found that by engaging employees early and having them lead CSI we had fewer support requests breaching SLA
- Regular reviews: with customers led to more sales opportunities which in turn led to greater trust in us and collaboration

Conclusion

E2E Technologies journey to ISO certification not only resolved its initial challenges but also positioned the company as a trusted provider in a competitive market. The certifications became a cornerstone of its growth strategy, enabling the company to scale its operations while maintaining high standards.