

Creating a security-first culture to minimise business risk for Condor Ferries



ISO 27001 Compliance

Alignment with international standards for information security management.

Reduced Financial Risk

10% reduction in insurance premiums and mitigated compliance fines.

Security-First Culture

100% of key staff trained in security responsibilities with continuous risk forum.

OVERVIEW

Condor Ferries operates a year-round ferry service connecting the UK, Guernsey and Jersey and the port of St Malo in France across 18 ferry routes.

Each year the firm carries over one million passengers, 200,000 passenger vehicles and 100,000 freight vehicles on its services – the latter providing a vital supply link with the Channel Islands.

CHALLENGE

As a recognised and well-respected brand with an extensive operational footprint across multiple locations, Condor Ferries was keenly aware of the target it represented for threat actors.

It wanted peace of mind that IT security is being managed in line with best practices to mitigate financial and reputational risk.

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SOLUTION

QuoStar was engaged to deliver its CISO service—to dovetail around the IT team and provide guidance around IT security, compliance and governance. We worked through several stages:

Assessment & Review

Including a full review of information security management within Condor Ferries and a remote on-site and on-vessel assessment of IT security controls and configurations. QuoStar also assessed data flows within and outside the company, and undertook cyber-impact assessments against critical assets.

Management system

QuoStar delivered a strategy workshop and training for those with security responsibilities, and developed a security and risk forum to help create a security-first culture at Condor Ferries. We advised on management structure, and implemented documentation for managing an Information Security Managed System (ISMS)

Reporting

QuoStar delivered a report detailing which areas should be addressed to improve security posture, and what was needed to attain ISO 27001 compliance. We also delivered an IT security risk register and a roadmap for future efforts.

CISO-as-a-service

Condor Ferries now has a trusted CISO that works closely with the business to advise on security obligations, monitors fcompliance, oversees third-party testing and supplier risk management, and much more.

Outcome Assured™

Continuous cyber risk management

The Condor Ferries IT team and board have continuous visibility into security posture and a process for monitoring, evaluating, improving and reporting on it. This has helped to create a security-aware culture in the organisation where everyone does their part to protect the business from cyber threats.

More time for business transformation

Thanks to QuoStar's work, the in-house IT team has been able to focus on delivering high-value transformation projects for the business. They have the peace of mind that QuoStar is always available as a trusted partner going forward.

Managed reputational and financial risk

Condor Ferries is able to evidence enhanced security posture to external parties like customers, regulators and insurers. This enables it to reduce premiums, minimise the risk of compliance fines and differentiate in the market on its security capabilities.