

CASE STUDY: TULIP TELECOM LIMITED

BUILDING A QMS TO DELIVER HIGH-QUALITY IT SERVICES

Company

Tulip Telecom Limited

Region

India

Intertek Solutions

Management Systems Auditing
and Certification

Tulip Telecom Limited (BSE: 532691, NSE: TULIP) is a data telecom and IT service provider offering innovative IP-based infrastructure solutions. The company has over 1,800 employees across India and revenue of over Rs. 1,242 Crores (\$310 million USD).

"We have been very impressed with Intertek's engagement, processes, and methodology."

--Pawan Kumar Singh,
Chief Information Security
Officer at Tulip



With the largest data connectivity network in India (spanning more than 1,300 locations), Tulip is the leader in provisioning multi-location networks for various industry verticals. According to Frost & Sullivan, Tulip is the largest MPLS Data Connectivity provider in India, with a market share of 28%. Tulip has also been ranked as India's fourth-largest network integrator by Voice & Data magazine.

Building the QMS

Tulip had two key drivers for seeking ISO 9001 registration. Key clients required and expected Tulip to be able to demonstrate that it had a quality management system (QMS) in place. Secondly, Tulip wanted to use ISO 9001 as a baseline and foundation for improving and streamlining core internal processes, thus making their management system more robust.

Tulip wanted their customers to have confidence in the quality, delivery, reliability, and price of their services, all which an appropriate QMS would help ratify. They also planned to use their ISO 9001 system to

make improvements in employee training and increase skill levels within the company.

Being the largest MPLS VPN connectivity provider, Tulip was concerned about protecting their information assets. After a gap analysis to help identify, manage and minimize the range of threats that information is regularly subjected to, Tulip implemented 126 of the 133 controls required for ISO 27001 (the standard for Information Security Management Systems - ISMS).

The implementation of an ISMS ensured that all potential security breaches were reviewed. The ISMS was not restricted to IT systems, but rather encompassed all information around the organization, giving Tulip's management a much-needed sense of security.

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Tulip's certifications give the company a competitive advantage in the crowded IT industry:

ISO 9001 – Tulip's Data Center and NOC had its Delhi and Mumbai locations certified to ISO 9001 in 2007. Moving forward, Tulip will have the majority of its sites certified for quality management.

ISO 27001 – Tulip's Data Center and NOC at Delhi was assessed and certified to ISO 27001 in 2008. The company is already considering an expansion of scope by including more of its facilities under this certification.

ISO 20000-1 – Tulip is currently working to achieve certification for its IT Service Management (ITSM) processes.

Working with Intertek

"We have been very impressed with Intertek's engagement, processes, and methodology," said Pawan Kumar Singh, Chief Information Security Officer at Tulip. He lists the benefits of working with Intertek as:

Continual Improvement Approach -

"Intertek's methodology has been always to improve the systems. As they always say in every opening meeting: 'An audit is not a fault-finding activity; it is an activity to find areas of improvement for a healthy business.'"

Global Recognition - "Intertek has a well-established global reputation for the certification of telecom companies. Having partnered with Intertek, Tulip's partners and clients recognize Tulip's ability to deliver quality services without question."

Competitive Pricing - "Intertek has always been reasonable in proposals; they have been able to offer professional services at a very competitive price"



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