Case study:

ISO/IEC 19770-1 certification
Anglepoint

Anglepoint is a globally recognised leader in IT asset management (ITAM) and software asset management (SAM) services. The company helps organisations optimise their IT assets, reduce costs, and ensure compliance with licensing agreements. As chair of the ISO ITAM Standards Committee, Anglepoint's Chair, Ron Brill, has also been heavily involved in the creation and promotion of ISO standards. Gaining ISO 19770-1 certification enables Anglepoint to demonstrate to clients that it 'practices what we preach' and is committed to ITAM excellence.

The Opportunity

Anglepoint sought ISO certification for its ITAM management system to reinforce its position as an ITAM leader. ISO certification was seen as critical to demonstrating the company's commitment to best practices and continuous improvement. This decision was driven by a desire to not only advise on ISO certification to clients but to lead by example.

The certification process

The journey towards ISO certification began in early 2023 with an initial review, and the project extended into 2024. The process involved several key milestones and refinement to internal processes and formal documentation.

Anglepoint designated a purposefully broad project team based on skillsets and professional excellence. This ensured all required aspects of an ISO ITAM management system were covered, from technical details to strategic oversight.

The initial phase involved setting the right scope for the management system, aligning it with strategic corporate objectives. This phase revealed that while certain processes were in place, further refinement and alignment with ISO 19770-1 was required. The team spent significant time documenting existing practices, asking questions, and putting workstreams together.

The ISO project team worked to the Deming Cycle of 'Plan, Do, Check and Act' (PDCA), which ensures that irrespective of whether you're managing 10 assets or 10,000, the core principles remain the same. This framework allowed Anglepoint to model its processes and systematically prepare for the ISO requirements.

A critical part of the process was documenting and educating the team about the importance of these practices. This involved ensuring knowledge was well-documented and transferable, preventing reliance on individual expertise. The team focused on documenting their management system thoroughly and ensuring everyone understood the processes and their importance.

The certification process included two full days of rigorous auditing by Brand Compliance. The auditor examined all aspects of the management system, and required live demonstrations of the documented practices. This phase was mentally taxing, requiring precise communication and the ability to provide complete and concise answers to questions.

Certification Benefits

Achieving ISO 19770-1 certification has brought several tangible and intangible benefits to Anglepoint:

1. Enhanced Credibility

ISO certification has solidified Anglepoint's position as a leader in the ITAM industry. It helps to demonstrate the company's ability to implement and maintain best practices, reinforcing its credibility with clients.

2. Improved Processes

The certification process itself was a learning curve that led to improvements to internal processes. It highlighted areas for refinement and resulted in the development of a more robust and documented ITAM management system.

3. Better Client Engagement

With ISO 19770-1 certification, Anglepoint is now better positioned to advise clients on the importance of a structured management system. The team can draw on real-world examples from its own certification journey, providing clients with practical insights and a clear roadmap for achieving compliance and best practices.

4. Continuous Improvement

Certification is not the end but part of a continuous improvement cycle.

Anglepoint remains committed to refining its processes, incorporating feedback, and expanding its certification to other geographical locations.

Advice for others

For other organisations considering ISO certification, Anglepoint offers several pieces of advice:

1. Understand the Commitment

ISO certification requires a significant commitment in terms of time and resources. Rose-Ann Merulla, Senior Manager for ITAM Programs at Anglepoint, reflected on the experience and said the intensity of the exercise was incredible. Unlike many other organisations, Anglepoint set itself a very tight timeline. This meant it was particularly important to manage the team's tasks and have regular check-ins with everyone to ensure the workload remained manageable and that client work was not compromised.

Rose-Ann said, "Do not underestimate the enormity of this undertaking, and ensure you have the right people on your team with the necessary skills. It's about having a little bit of vulnerability – even though we're 'the best of the best' here at Anglepoint, there's always room for improvement, and there's going to be things we need to mitigate and fix."

2. Set the Right Scope

Define a clear and manageable scope for your ITAM management system. The scope should align with your organisation's strategic objectives and be feasible given your resources and capabilities.

"Whether our client simply wants to complete its Oracle ELP, or wants to go much further and use ITAM as a strategic enabler of change within the business, both scenarios require a robust management system."

Anglepoint   Rose-Ann Merulla, Senior Manager for ITAM Programs, Anglepoint

3. Document Thoroughly

It's not merely about creating documents but ensuring these documents reflect actual practices that are demonstrably followed. Ensure all processes are well-documented and that documentation is regularly updated. This prevents over-reliance on individual knowledge and ensures continuity, even if team members change.

4. Educate Your Team and Wider Organisation

Educate your team about the importance of the management system and their roles within it. This ensures everyone is aligned and understands their responsibilities.

5. Adopt a Continuous Improvement Mindset

Adopt a mindset of continuous improvement. Certification is not the final goal but a part of an ongoing process to enhance and refine your management practices.

Conclusion

The journey to ISO 19770-1 certification was challenging but ultimately rewarding for Anglepoint. It involved a significant commitment of time and resources, extensive documentation, and a collaborative effort from a dedicated team.

Certification has not only enhanced Anglepoint's credibility but also improved the organisation's internal processes and client engagement. For organisations considering ISO certification, Anglepoint's experience highlights the importance of thorough preparation, clear scope definition, and a commitment to continuous improvement.

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About Anglepoint

Anglepoint is a global professional services firm delivering high value licensing and compliance services to the world's largest and most complex organizations. Its high-powered team of subject matter and technical specialists have decades of industry experience in providing clients with innovative and proactive solutions that have a real and measurable impact on the bottom line.

anglepoint.com

About the ITAM Forum

The ITAM Forum is a global trade body for the advancement of the IT Asset Management industry. We are a not-for-profit membership organisation, led by ITAM professionals for ITAM professionals. Our members are passionate about IT Asset Management and the business value it brings to companies regardless of size and industry.

The ITAM Forum has two primary objectives:

1. To elevate the position of ITAM by sharing knowledge and best practices that focus on business value and aid to grow the profession.

2. To create – and be a caretaker of – the new ISO 19770 standard certification program so organisations can demonstrate the quality of their ITAM practices.

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