

## CLIENT CASE STUDY

# \$7 Million in Government Contracts Awarded After Achieving ISO 9001, ISO 27001 and ISO 20000.1 Certifications



## COMPANY PROFILE

Company: SONA Networks

Phone: (410) 718-5248

Contact: Harry Hans

Employee #: 1 - 10

Location: 11350 McCormick Road , Executive Plaza I, Suite 409  
Hunt Valley, MD 21031



## OVERVIEW

This case study provides an overview of the benefits and return on investment that SONA Networks, an information technology solutions provider to State, Federal and Commercial clients experienced, as a result of achieving ISO 9001:2015, ISO/IEC 20000-1:2011 and ISO/IEC 27000:2013 certifications. SONA Networks, based in Hunt Valley, MD, initially pursued ISO 9001 certification, due to them wanting to qualify for more lucrative projects with the government. Mr. Harry Hans, President of SONA Networks states, "We needed to achieve ISO 9001 certification to bid on several government projects, which required the certification." This case study summarizes a referral from Mr. Harry Hans, President of SONA Networks, and an interview with Mr. Oscar Combs, President and Sr. Consultant of The ISO 9001 Group.



## CHALLENGES

**What types of issues were you encountering as a company that you were looking to address with your QMS?**

1

Initially, we wanted to do more business with the government. There were more lucrative government projects we did not qualify for, due to us not being ISO 9001, ISO 27001 and ISO 20000.1 certified.

2

We did not have the in-house knowledge to develop a Quality Management System.

## CUSTOMIZED SOLUTIONS

SONA Networks initially contacted The ISO 9001 Group in June 2015 to start their journey towards ISO 9001 Certification. Upon selecting The ISO 9001 Group, we designed a customized ISO 9001 Quality Management System tailored for SONA Networks. The ISO 9001 Group worked with Mr. Hans to help them implement their ISO 9001 QMS over a 3 month period. Under the guidance of their consultant, SONA Networks successfully achieved ISO 9001 Certification through SAI Global.

Our client returned to us again in February 2017 with a goal to achieve ISO\IEC 20000-1 Information Technology Service Management System (SMS) and ISO\IEC 27001 Information Security Management System (ISMS) certifications. The ISO 9001 Group worked to carefully integrate the requirements of ISO 27001 and ISO 20000.1, into their existing ISO 9001:2015 QMS. Their original consultant, Mr. Oscar Combs, worked with the SONA Networks team to ensure successful implementation of the new standards. In 2019, SONA Networks successfully achieved their ISO 27001 and ISO 20000.1 certifications.

## RESULTS

**What are some of the biggest benefits you've noticed as a result of your QMS?**

1

We qualify for more profitable government contracts, that we did not qualify for prior to achieving our certifications. The investment we made in achieving certification has definitely paid for itself.

2

After achieving certification, SONA Networks now qualifies for longer term government contracts, with the amount awarded ranging from \$104,000 to \$1.9 million.

3

Our client was able to improve their operations by increasing the level of employee collaboration in their projects.

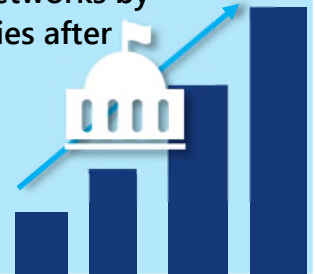
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They were also able to establish better controls for their contractors, from orientation to reporting of onsite nonconformities.

### \$7 Million Government Contracts

awarded to SONA Networks by governmental agencies after achieving ISO 9001, ISO\IEC 27001 and ISO\IEC 20000-1 certifications.

(Source: [USA Spending](#))



## THE ISO 9001 GROUP DIFFERENCE

1

The ISO 9001 Group was able to minimize, and in some cases eliminate, travel costs. They were able to provide consulting services remotely, while providing an excellent service.

2

Our consultant was always accessible for us, and answered our questions right away.

**"I have referred several of my colleagues to The ISO 9001 Group, and I would recommend them to any company that needs a consulting firm they can trust, rely on and provide services at a reasonable cost."**



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