



CLIENT SUCCESS STORY

RADAR HEALTHCARE

ISO 27001:2022

Meet Radar Healthcare, a quality and compliance solution-driven platform supporting healthcare providers to deliver safe and positive outcomes - and one of NQA's first clients to transition to ISO 27001:2022.



For the past decade, Radar Healthcare has achieved exactly what it set out to do: improve patient and resident safety through compliance and achieve excellent care outcomes through quality assurance across the whole healthcare continuum.

Radar Healthcare combines interoperability and modular design (with a focus on incident, risk, and quality management) to reflect a holistic, forward-thinking approach to healthcare management.

The platform enables teams to establish and manage their quality and compliance needs and goals in one system. This information is then pulled into analytics to create specific dashboards, providing required evidence around compliance activity.

The result? Healthcare teams with better oversight of operational performance – plus the ability to learn, act and improve on outcomes across the entire organisation.





The need for robust information security

As a health and technology company, Radar Healthcare recognises the importance of information security.

In February 2023, they transferred their [ISO 9001 \(Quality Management\)](#) and [ISO 27001 \(Information Security Management\)](#) certifications to NQA.

The driving factors for ISO 9001 and ISO 27001 were based on Radar Healthcare's commitment to:

- Maintaining compliance
- Ensuring patient and resident safety
- Meeting customer requirements
- Elevating customer experiences
- Safeguarding partner and company data

... alongside fostering development in process-driven outcomes and data security understanding.

Radar Healthcare has always been dedicated to quality and security, with ISO standards to prove it.

Why did Radar Healthcare choose NQA?

According to Jonathan Alsop, Radar Healthcare's Quality and Data Protection Lead,

“ We chose NQA due to their perceived professionalism, fairness, and a shared ethos that aligns closely with ours. Their emphasis on cultivating relationships in a partnership-oriented approach further influenced our decision. ”



The value of an integrated management system

While some businesses prefer to keep their management systems separate, going down the integrated management system (IMS) route can bring enormous value.

Radar Healthcare is a fantastic example of having an IMS for ISO 9001 and ISO 27001:

“We integrated our management systems to minimise duplicated efforts, prioritising efficiency in both our internal processes and external audit procedures. This integration not only streamlined our internal operations but also facilitated a more efficient external audit.”

Several ISO management systems can be integrated – [visit our IMS page](#) to explore how they work.



Transitioning to ISO 27001:2022

The latest version of ISO 27001 was published in October 2022, replacing ISO 27001:2013.

By 1st November 2025, clients must transition their certificate to ISO 27001:2022 – something Radar Healthcare has done with plenty of time to spare.

In November 2023, Radar Healthcare successfully transitioned to ISO 27001:2022, combining this update with their existing ISO 9001 certification and IMS.

According to NQA Regional Assessor Denis McCarthy, “It’s important to show the customers and clients that [Radar Healthcare] has taken preventative measures to really make sure that the systems are robust. The new standard is very preventative [and] contains a lot more controls related to preventative data protection.”

As the ISO 27001:2022 transition can seem daunting, NQA has [written a blog to guide clients](#).

Top tips for audit & transition preparation

Top tip #1: Early preparation

“We undertook early preparations for the audit, driven by our dedication to ensuring it wasn’t a mere checkbox activity. It was imperative to guarantee that everyone comprehended both the process and the documentation integral to our management system. Timely readiness was crucial to ensure we were well-prepared for the audit.”

- **Preparing for your ISO 27001:2022 transition audit?**
Access our [gap guide](#) and [gap analysis](#).

Top tip #2: Virtual training

“Some of the team completed the CQI & IRCA ISO 27001 Lead Auditor course, which offered a comprehensive understanding of the auditing process. This training has empowered us to integrate the knowledge gained into our respective roles, enhancing our capabilities when conducting internal audits.”

- **Boost your knowledge and skills with our [CQI & IRCA ISO 27001 Lead Auditor training](#).**

Top tip #3: Expert assessors

“NQA Regional Assessor Denis McCarthy served as our auditor, demonstrating professionalism and meticulous attention throughout the process. He adeptly communicated the procedures to all participants, exhibiting exceptional fairness and thoroughness.”

- **Each of our NQA assessors has [specific industry experience](#) and takes a client-first approach.**

NQA recommendation: follow the top tips above for a more seamless process to certification.



The many benefits of certification

Radar Healthcare has enjoyed a plethora of advantages since becoming certified in ISO 9001 and ISO 27001.

Company expansion has been fuelled by certification, unlocking previously unavailable opportunities. Having ISO 9001 and ISO 27001 also signals to Radar Healthcare customers their dedication to ethical practices and a genuine concern for data security.

With two ISO certifications and an IMS, Radar Healthcare is rapidly becoming an industry leader.

Final thoughts from NQA

NQA thanks [Radar Healthcare](#) for sharing their journey to ISO 9001 (Quality Management) and ISO 27001 (Information Security Management) certification.

Learn about ISO 9001, ISO 27001 and other global standards by [visiting our certification page](#).

Looking to get ISO-certified, or thinking of transferring to NQA? [Speak to our sales experts](#).

Listen to Radar Healthcare’s podcast on the vital importance of ISO 27001:2022 [here](#).



TO DISCUSS YOUR CERTIFICATION & TRAINING NEEDS GET IN TOUCH:

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