



GRUPO GTD

Adding value through certified management systems



01. Customer Grupo GTD

02. Background

GTG aims to provide the best and safest telecommunications and IT services to its customers, with a commitment to innovation, personalised attention and a comprehensive range of services based on security of the information, Business continuity and total reliability. Independently certified management systems play a crucial role in supporting these goals.

Grupo GTD (GTD) is a market-leading telecommunications and IT Services company with over 40 years of experience and a significant presence throughout Latin America and Europe.

GTG recognises the important relationship between effective, independently certified management systems and continual improvement – supporting an overarching goal to drive best practice and innovation that adds value for customers. LRQA was selected to audit and certify GTD’s multiple management systems, which cover quality, environmental

management, occupational health and safety, information security, IT service management and business continuity.

Here, we speak to Carol Saldias Rojas, Audit and Internal Control Manager at GTD, about the importance, challenges and benefits of implementing a comprehensive, multiple management system certified by LRQA.

GTG’s partnership with LRQA

GTG selected LRQA in Chile as its certification partner thanks to a global presence in key countries such as Colombia, Peru and Ecuador and strong technical expertise that enabled open and transparent communication. Following a successful audit by LRQA, GTG became the first telecommunications organisation in Colombia to achieve ISO 27001 certification.

Building a comprehensive system

For GTG, two significant incentives drove their decision to implement different management systems: customers and external regulations. On the regulatory side, requirements around banking and financial systems require organisations like GTG to have information security and business continuity management systems that are independently certified against ISO 27001 and ISO 22301, respectively.

When considering customers, GTG’s ISO 9001 certified quality management system confirms that processes are aligned with best practices. Carol adds, “It also places a focus on continual improvement, creating a competitive advantage that adds value for customers, provides access to new markets and mitigates risk.”

“Before we implement a new management system, we go through a very detailed planning phase centred around value to the business and the end customer. However, we never stop evaluating the performance of our systems as growth sits at the heart of what we do. Our certified management systems provide internal and external stakeholders with confidence that best practice controls and processes are in place to protect information, support regulatory compliance and provide high-quality services.”



Remote Audit with LRQA

During the COVID-19 pandemic, GTD's ISO 20000-1, ISO 27001, ISO 22301, ISO 9001, ISO 14001 and ISO 45001 audits were conducted remotely with LRQA auditors from Mexico and Chile. This offered GTD greater flexibility, while eliminating travel time and reducing the impact on the environment.

“Auditing with LRQA was more than simply validating a management system, the experienced auditors added value to our business.”

“An LRQA auditor not only looks for non-conformities, their technical knowledge helps drive continuous improvement in our business by strengthening company systems. The remote audits did not generate any noise or difficulty in terms of conduct, they saved us time, disruptions and costs for our business.”

To learn more about LRQA's services, visit www.lrqa.com/uk

About LRQA:

LRQA is a leading global assurance provider.

The integrity and expertise we bring to our partnership with clients support their journey to a safer, more secure and more sustainable future.

By bringing together unrivaled expertise in certification, brand assurance, cybersecurity, inspection and training, we've become a leading global assurance provider.

We're proud of our heritage, but it's who we are today that really matters, because that's what shapes how we partner with our clients tomorrow. By combining strong values, decades of experience in risk management and mitigation and a keen focus on the future, we're here to support our clients as they build safer, more secure, more sustainable businesses.

From independent auditing, certification and training; to technical advisory services; to real-time assurance technology; to data-driven supply chain transformation, our innovative end-to-end solutions help our clients negotiate a rapidly changing risk landscape – making sure they're shaping their own future, rather than letting it shape them.

Operating in more than 120 countries, recognized by over 30 accreditation bodies worldwide, and covering almost every sector, we can help you manage risk, drive improvement and build credibility with stakeholders around the globe.

Get in touch

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