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Forte Earns ISO 9001:2015 and ISO 27001:2013 Certifications

Forte underwent concurrent audits to achieve both certifications within one year, confirming the company's commitment to delivering secure solutions and quality management systems for its growing customer community.

Madison, WI: Forte, a clinical research solutions provider, has achieved International Organization for Standardization (ISO) 9001:2015 and 27001:2013 certifications. The company underwent concurrent audits for the two ISO standards and received certifications for both. By meeting the extensive criteria for ISO 9001:2015 and 27001:2013, Forte affirms its commitment to delivering the highest level of data security and quality management systems for its customers. Forte also demonstrates the willingness to continuously improve its products, services and internal processes to ensure customer satisfaction.

“We understand how important it is for our customers to know their organizational information is in the right hands. By gaining ISO 9001:2015 and 27001:2013, we are able to validate that our existing processes are secure and of the highest quality to ensure their data is protected. Our efforts over the past decade or more to continuously reevaluate and improve our processes to guarantee we’re providing compliant, secure and effective solutions for our customers put us in the position to achieve certification and ultimately establish even greater trust within the research community,” said Shree Kalluri, Founder, President, CEO, and Chief Customer Officer at Forte.

As the healthcare industry continues to adopt cloud-based applications and the movement towards vendor-managed infrastructure broadens, Forte leadership saw the need to officially validate the quality and care with which Forte handles customer information and establish the company's policies and procedures are compliant and secure. The company chose to pursue certification for ISO 9001:2015 and 27001:2013 in part to meet the needs of its customers as they move away from on-premises, self-managed solutions and move to vendor managed solutions, such as Forte Managed Infrastructure, to maximize the return they see on their technology investments.

Based on the idea of continual improvement, ISO 9001:2015 ensures organizations have quality management processes that make them more efficient and improve customer satisfaction. ISO 27001:2013 provides requirements for information security management systems and confirms organizations are able to keep information assets protected.

Thanks to extensive internal and external audits conducted over the course of multiple years, Forte already had many of the necessary policies, procedures and technical infrastructure in place before pursuing the two certifications. The company worked with external parties for several years

prior to better understand and implement the industry requirements for compliant research solutions. When the decision was made in early 2017 to pursue ISO 9001:2015 and 27001:2013, Forte contracted an additional external organization to conduct the dual audit. Many Forte team members also played crucial roles in helping the company achieve certification within the course of only a year.

“The process of achieving these certifications involved every single team member at Forte not only contributing to the creation of our quality and information security management system, but also complying with the Forte policies and procedures required to achieve these certifications. Through several years of experience, our processes have continued to adapt and mature so we can better support our customers. Obtaining these certifications shows we’re willing and able to continuously improve our practices to meet the evolving needs of the research industry,” said Colleen M. Krattiger, Vice President of Compliance and Regulatory Affairs at Forte.

About Forte

Forte provides software and services in the critical areas of clinical trial management, clinical data management and research administration for cancer centers, academic medical centers and health systems.

With a strong belief in community, collaboration and standards-based development, Forte also facilitates the Onsemble Community, a customer-exclusive group for peer networking, best practices and support. Twice a year at the Onsemble Conference, clinical research professionals meet in person and discuss the latest challenges and solutions in clinical research.

Forte provides all research professionals complimentary blog articles, eBooks, webinars and more to support continuous learning on industry topics.

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