

# ISO certification strengthens Worldgate's ability to deliver consistent services across its Public Sector practice



## Helping schools navigate the current

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Scott Montgomery  
Managing Partner  
Worldgate, LLC

### Customer Needs

- Gain visibility on customer satisfaction and feedback
- Build a consistent delivery model across a diverse public sector client base
- Improve customer engagement and employee retention
- Plan for sustainable growth

### Customer Benefits

- Consistency allows for focus on future
- Strengthens customer confidence and trust
- Provides transparency and reliability
- Competitive differentiator

## Company Background

Worldgate is a management and technology consulting firm specializing in solutions designed to help enable our clients to meet and exceed their information technology goals. Worldgate's services focus on Enterprise Resource Planning (ERP) and data management solutions, which support the business side of Information Technology in the education and public sector industries

## Customer Needs

With clients throughout the US, Worldgate's biggest challenge is the logistics required to provide reliable, comprehensive and consistent support for their Public Sector clients. Worldgate's goal is to ensure quality services and satisfied customers are at the heart of the business. ISO 9001 provides the proven methodology to enable businesses to maintain customer focus, while allowing for transparency and maneuverability.

Anticipating the need to transition from the 2008 version of ISO 9001 to the latest 2015 revision, Worldgate worked with BSI's auditors to identify opportunities for improvement to move their Quality Management System to the next level and define measurable goals for each division within the company.

BSI helped Worldgate understand how the new version of ISO 9001 drives performance through its new emphases on the engagement of leadership, identifying

all interested parties within the Context of the Organization along with how decision-making through the Risk-based Approach facilitates continual quality improvement.

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## Customer Benefits

Worldgate uses ISO certification to show their customers that the company follows processes which have been proven best practice and measured for continual improvement. Their certification also demonstrates that their quality management system has been verified by an independent 3rd party for effectiveness.

"Knowing that Worldgate operates under an ISO-certified quality management system has been a great way to build trust up front with our customers and offers us a competitive advantage," said Scott.

Worldgate has also benefited internally through the continual measurement of their financial and employee retention goals. Starting with orientation, Worldgate embeds their QMS processes in the

onboarding of every employee. This allows Worldgate representatives to maintain a high standard of excellence when working with other organizations. ISO 9001 processes are audited for effectiveness, providing employees with a strong foundation and clear direction.

**"Through our Quality Management System, we are able to gauge the overall health and pulse of the company and plan for growth. There are established processes in place which proactively engage our clients and employees,"**

Katelyn Montgomery  
President, Worldgate, LLC

## Why BSI?

Worldgate chose BSI because of their extensive background in developing the standard, bringing a thorough understanding of its intent and focus. BSI provides the partnership approach that Worldgate was looking for and good value for the costs involved. BSI provides the full solution: training, assessment and software.

"BSI's diverse team of auditors brought the experience we needed to our initial audit to better understand what worked and didn't work for other service companies, allowing us to hone in on what makes Worldgate successful, which for us, is our customers' success," said Scott.



Your business could benefit from ISO 9001 just like Worldgate.  
To find out more, visit [www.bsiamerica.com](http://www.bsiamerica.com)

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