

# Case Study: ECG Facilities Services – ISO 27001 Training Success Story



## David Smith

IT Manager  
ECG Facilities Services

### Why?

David Smith, an IT Manager at ECG Facilities Services, **wanted to build his knowledge of internal auditing practices** to support the organisation's ISO 27001 certification journey. He sought structured training to deepen his understanding of information security management and contribute more effectively to the certification process.

### Solution

David chose **The Knowledge Academy** to complete the ISO 27001 Internal Auditor training after it was recommended as a trusted training provider. The course provided a solid understanding in ISO 27001 requirements, internal audit principles and information security management practices.

### Experience

David described the training as an **enjoyable** experience and rated the course content **10 out of 10**. He highlighted that his trainer Rob was excellent throughout the sessions, delivering the content in an engaging and highly effective manner. He also noted that the booking experience was simple and straightforward from start to finish.

### Outcome

The training **enabled David to gain his ISO 27001 Internal Auditor certification** and significantly deepen his knowledge to support ECG's certification journey. The course equipped him with practical auditing skills, enabling him to contribute more effectively to the organisation's information security goals.

### Results

- **Quality of Course Content:** 10/10
- **Trainer Feedback:** Exceeded expectations
- **Booking Experience:** Simple and straightforward

### Client Testimonial



## David Smith

IT Manager, ECG Facilities Services



"The ISO 27001 Internal Auditor course was excellent and Rob the trainer was outstanding, delivering the content in a clear and highly informative way. The course gave me the knowledge and certification I needed to support our ISO 27001 journey. I would highly recommend The Knowledge Academy for its quality training and professional delivery."