



Brookcourt Solutions Achieves ISO/IEC 42001 Certification for Responsible AI Governance

In the **ever-evolving** world of cybersecurity, one company stands at the crossroads of innovation and responsibility. Brookcourt Solutions, a subsidiary of the award-winning Shearwater Group has long been a trusted name in network monitoring and managed security services. As artificial intelligence (AI) began reshaping industries, Brookcourt saw both opportunity and risk.

Brookcourt has achieved significant gains across the business through its adoption of AI, streamlining processes and enhancing performance to unlock new potential. Yet, with this power came a pressing question: how could they ensure their AI systems were not only effective, but ethical?

Determined to lead by example, Brookcourt started a major undertaking to become one of the first UK cybersecurity firms certified under [ISO/IEC 42001](#), the international standard for AI management systems (AIMS). This was not just about compliance, it was about trust.

The Challenge

With AI increasingly integrated into Brookcourt's Sales and Marketing operations, the company recognized the need to ensure its AI systems were deployed responsibly. Key concerns included:

- Privacy risks and data protection
- Algorithmic bias and unintended consequences
- Stakeholder trust and regulatory compliance

Brookcourt's objectives were clear:

- Embed ethical AI governance across operations
- Demonstrate compliance with emerging global standards
- Build stakeholder confidence in the AI-driven process



The Approach

To meet these goals, Brookcourt partnered with SGS, a global leader in certification services, and engaged Xcina Consulting, a company within their consulting division to lead the certification journey. The process involved:

- Interpreting the ISO/IEC 42001 standard
- Developing a scalable AIMS
- Conducting rigorous internal reviews and audits
- Training staff to ensure awareness and accountability

SGS conducted an independent audit, highlighting Brookcourt's strengths:

- Strong leadership commitment to responsible AI
- Clearly documented use cases and objectives
- Embedded risk management processes
- Comprehensive staff training and awareness

The Journey

Led by Xcina Consulting, Brookcourt's certification journey spanned nine months. It involved interpreting standard, building a scalable AIMS, and undergoing multiple internal reviews. The result? A successful certification by SGS, accredited by ANAB.

Industry voices praised the achievement:

"Brookcourt Solutions demonstrated a strong commitment to responsible AI governance... it was a pleasure to work with such a dedicated team." — Paula Costa, AI Lead Auditor, SGS

"Brookcourt's achievement sets a benchmark for ethical AI deployment." — Michal, Global Product Manager for AI Assurance, SGS.

"This certification is a major step forward in building digital trust around AI." — Mohammed Renu, Digital Trust Manager, SGS

The Impact

Brookcourt's ISO/IEC 42001 certification positioned it as a leader in responsible AI deployment. It strengthened stakeholder trust, proved compliance with international standards, and reinforced Shearwater Group's leadership in digital governance.

Looking Ahead

Brookcourt isn't stopping here. The company plans to:

- Expand AI use across departments
- Introduce new AI use cases to boost efficiency
- Continuously enhance its AIMS through regular reviews

And with Xcina Consulting by its side, Brookcourt invites other organizations to join the movement, embracing frameworks like ISO/IEC 42001, GDPR, NIST, and DORA to build a future where AI is not just smart, but safe.

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