

How Juvare Operationalized ISO 42001 to Protect Trust in AI

Aligning Juvare's innovative use of AI with proactive governance that protects trust, operations, and growth.



Building governance ahead of regulatory & customer demand



Preparing for the EU AI Act + enterprise buyer expectations



Scaling ISO 27001 maturity into a right-sized ISO 42001 program



Ed Jones

Information Security Manager, Juvare

"AI is moving fast and we didn't want to wait for customers or regulators to tell us what to do. ISO 42001 gave us a clear framework to build responsible innovation with confidence."

About Juvare

Juvare is a global leader in emergency management technology, powering real-time coordination for government agencies, healthcare systems, aviation, utilities, and more.



Their platforms help protect lives and critical infrastructure which means security and resilience must be engineered into everything they deliver.

As part of that commitment, Juvare maintains a robust security and compliance program including SOC 2, ISO 27001, and FedRAMP.

When the company began leveraging AI across operations and product innovation, Ed Jones, Information Security Manager, recognized a new responsibility: **Ensuring these capabilities were developed responsibly, transparently, and in alignment with Juvare's mission.**

For us, trust isn't optional. The people relying on our technology are often in the middle of a crisis. We have to get this right.

- Ed Jones

The Challenge: Lead on Responsible AI Before Being Forced To

AI was already showing value inside the organization, speeding up workflows and enhancing decision-making.

But governance wasn't yet standardized across teams. Ed saw a familiar risk pattern emerging of technology advancing faster than controls, oversight, and accountability.

Instead of waiting for mandates or client demands, Juvare wanted to:

- **Ensure AI wouldn't introduce operational risk**
- **Demonstrate accountability to enterprise and government buyers**
- **Stay ahead of evolving laws like the EU AI Act and U.S. state regulations**
- **Create a governance model that scaled alongside adoption**

Ed framed ISO 42001 not as compliance for compliance's sake but as a business advantage rooted in clarity, trust, and preparedness.

AI governance wasn't reactive for us. It was a strategic move to protect the business and confidently innovate.

- Ed Jones

The Solution: Align AI Governance to a Mature Compliance Program

Ed partnered with risk3sixty to extend Juvare's strong ISO 27001 foundation into a modern AI governance framework using ISO 42001, the first global and auditable standard for AI management systems.

Together, Ed and risk3sixty:

- Identified AI risks and use cases across operations and product teams
- Integrated AI guidance directly into their existing management system
- Aligned governance with emerging regulatory expectations
- Used fullCircle GRC to centralize accountability and evidence
- Established clear roles for human oversight and decision-making
- Built a repeatable approach for future AI enhancements



This allowed Juvare to maintain innovation velocity while embedding responsible controls from day one, making governance an enabler instead of a blocker.

The Results: Trusted AI That Strengthens Competitive Advantage

By operationalizing ISO 42001 early, Juvare:

- Demonstrates responsible innovation to enterprise clients
- Reduces uncertainty around new AI-driven capabilities
- Is fully aligned to future regulatory expectations, not racing to catch up
- Maintains clear oversight of how and where AI supports operations
- Built a framework designed to evolve with the technology

ISO 42001 made responsible AI tangible. We know how to manage risk, measure outcomes, and show our customers we're doing this the right way.

- Ed Jones

Get in Touch!

To learn more about what your ISO 42001 journey would look like, let's connect.



Contact us today!

Ross McCurdy

Ross.mccurdy@risk3sixty.com

risk3sixty.com/contact