



CASE STUDY (Boldon James)

Protecting Sensitive Client Data At Global Insurance Organisation

The Customer is a leading global insurance and reinsurance company, who were founded in 2002 and have been listed on the New York Stock Exchange since 2003. The Customer has over 1,200 employees based across 11 countries, and credit their success to financial strength, the insight of their people, and a customer-first philosophy.

The Challenge

There were a number of reasons that the Customer decided to look for a classification solution. In 2015, as part of the Cyber Security Strategy planning within the organisation, it was agreed that they needed to be able to identify their key risks. An external risk review was performed throughout the organisation, and one of the given recommendations was that they should develop a classification policy to enable them to have a better risk view of their data in the event of a security breach. This was something that struck a chord with the Customer's security team; the ever increasing risks and costs associated with data breaches and data loss incidents are only too apparent these days. Therefore, they needed to ensure that the data they hold and process is as secure as possible.

Furthermore, there was also an additional risk to the organisation, in that the Customer relies on many 3rd parties who deal with client data. For this reason it was crucial to ensure that all data is protected adequately no matter where it travelled and who has access to it.

There have also been significant regulatory changes, with a stronger emphasis on security breach penalties, which the Customer needed to ensure they are compliant with. These include the introduction of the EU General Data Protection Regulation (GDPR) in May 2018, and new regulations implemented by the New York State Department of Financial Services (23 NYCRR 500), which was effective as of March 2017, with new phases being rolled out up until 2019.

Having looked at the products available, the Customer chose Boldon James Classifier as the stand-out product in the market, and the one they wanted to implement throughout the organisation.

The Solution

The Customer's first step of implementing a data classification solution was to ensure they had a fully working information classification policy. To create this they involved the business community beyond the IT and Security department in order to get company-wide buy in to the data classification project.

When the Customer began looking for a data classification solution, they knew they needed something that would integrate well in an unstructured data environment, was end-user friendly and had a good reporting functionality. Having looked at the products available, the Customer chose Boldon James Classifier as the stand-out product in the market, and the one they wanted to implement throughout the organisation.

Initially, an implementation pilot was run with a few key members of the IT team, and then extended out to a list of pilot users put together by the Group's Global Heads. This extended pilot allowed the organisation to iron out the naming conventions they had initially chosen, and ensure that all classification labels would be understood correctly by users.

In line with commencing the full global roll out in June 2017, the Customer ensured they had a well-planned and comprehensive communications strategy in place to educate new users. This included assets such as explanatory blog articles, C-Level emails to all staff, a series of e-shots with links to informative information, breakfast briefings, and lunch and learn sessions. Alongside all the materials they had in-house, the Customer also wanted a custom-made "how-to" video, which guides users through the classification process specific to their organisation – something the Boldon James team were able to create for them in time for the roll out.

Conclusion

Following the completion of the Global roll out, the Customer plans to again review the policy structure and rules to ensure that the software is working to exactly the right standards for the organisation. They also plan to integrate Classifier with their DLP framework, enhancing the solution effectiveness. Implementing a data classification solution has allowed the Customer to work together as a global organisation towards a unified data strategy, while ensuring their sensitive data is protected at all times – and lays a strong foundation for effective data security well into the future.

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