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GDPR COMPLIANCE USING THE ‘ALWAYS ON’ APPROACH FROM NUIX

A US-based Fortune 100 corporation with global operations had accumulated an immense amount of personally identifiable information (PII). The company desperately needed to re-organize its data and update information governance policies to comply with the European Union General Data Protection Regulation (GDPR).

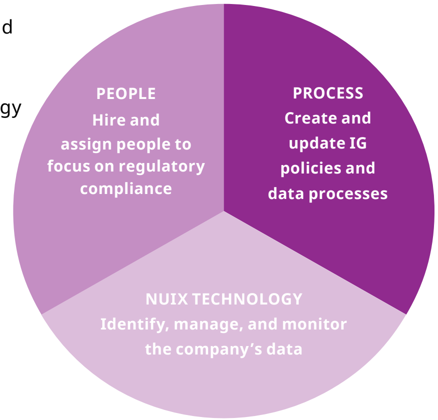
SITUATION

The company’s leaders struggled to find the time and resources to manage the required changes that would make the company ready for the May 2018 regulatory enforcement deadline. Data had grown so quickly that the company did not have a complete picture of where everything resided across multiple petabytes of information. Employee and customer data resided in multiple systems, including archives, enterprise content management systems, and customer databases, across five continents and 100 countries.

The company was also servicing cross-border investigation and litigation requests, with the need to minimize PII data processing when servicing different discovery needs globally. In short, the security risk towards PII and intellectual property was growing tremendously. GDPR gave the company an opportunity to find ways to reduce its risk. The corporation’s brand with its customers was stellar. It provided great products and excellent customer service, which led to a positive reputation.

The company was in the fortunate position of not having suffered any publicly reported data breaches or information issues that plagued several of its competitors. The leaders understood that best practice for managing PII required a mix of people, process, and technology. However, they worried they lacked an overall handle on the situation, and the company’s risk was growing due to staff turnover and outsourced data center management.

Companies respond to GDPR with People, Process, and Nuix Technology


PEOPLE
Hire and assign people to focus on regulatory compliance
PROCESS
Create and update IG policies and data processes
NUIX TECHNOLOGY
Identify, manage, and monitor the company’s data

CRITICAL ISSUE

Executive leadership needed to protect the company's reputation. They looked to appoint professionals who could revamp their information governance approach, take control of oversight and management, and ensure a coordinated team of employees could respond to all consumer requests.
It identified the following areas to reduce its risk of penalties and reputational damage.

- Develop procedures to respond to GDPR and other regulatory requirements
- Identify sources and update processes for handling PII and other sensitive data
- Reduce human-generated internal and external cybersecurity threats to keep PII safe
- Create a reporting structure to provide dashboard-view oversight for leaders and specific detail for analysts to follow-up on issues, concerns, and events.

SOLUTION AND CAPABILITIES

Nuix delivers the technology to help companies meet their data subject privacy and information governance requirements. This infrastructure is the foundation for building processes — internally or with consulting partners— to clean up existing data, integrate new data, maintain compliance, and respond to requests.

Nuix offers collection and processing software that indexes cloud repositories, emails, and other unstructured data across the business. This enables our customers to serve any information requests using a repeatable process that meets regulatory time frames. Nuix delivers robust search capabilities that can pinpoint critical data while handling large datasets and thousands of company endpoints. Nuix's processing depth and breadth is unmatched, working across text, voice, video, and images that reside virtually on any device or service.

Nuix also provides a way for multiple teams across the business to collaborate. Non-technical employees can use Nuix Investigate to review information and enable guidance on technical issues. Dashboards identify issues and report to executives on overall status, with the ability to drill-down into root causes with a simple click.

Once the corporation has remediated its current data and established oversight, Nuix allows it to monitor the infrastructure, looking for issues in real time. Nuix Adaptive Security enables the customer to automatically set alerts on high risk and anomalous actions, such as bulk copies of sensitive files, off-hours use of IT systems, unknown endpoints, large printouts, and other criteria defined by the company.

For enterprises of any size, Nuix builds the foundation of a holistic GDPR compliance approach that involves people, process, and technology. Nuix helps organizations understand what's needed to implement information governance best practices, including GDPR compliance.

SOLUTION AND CAPABILITIES

COMPANIES USE NUIX SOFTWARE TO:

- Respond to data privacy requests such as subject access requests, data protection act requirements, and the right to be forgotten
- Report to management, the board, regulators, and subjects on the company's ability to manage personally identifiable information
- Monitor and respond to human-generated risks to PII and intellectual property
- Limit risk to the organization and maintain positive brand equity with consumers.

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Nuix understands the DNA of data at enormous scale. Our software pinpoints the critical information organizations need to anticipate, detect, and act on compliance, risk, and security threats. **To learn more visit www.nuix.com**.

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