



CASE STUDY (Boldon James)

## Delivering Global Data Classification To CNH Industrial

CNH Industrial N.V. is a global leader in the capital goods sector with established industrial experience, a wide range of products and a worldwide presence. Each of the individual brands belonging to the company is a major international force in its specific industrial sector:

Case IH, New Holland Agriculture and Steyr for tractors and agricultural machinery; Case and New Holland Construction for earth moving equipment; Iveco for commercial vehicles; Iveco Bus and Heuliez Bus for buses and coaches; Iveco Astra for quarry and construction vehicles; Magirus for firefighting vehicles; Iveco Defence Vehicles for defence and civil protection; and FPT Industrial for engines and transmissions.

Across its 12 brands, 64 manufacturing plants, 49 research and development centres and with a workforce of more than 69,000 people, CNH Industrial is present in 190 countries.

### The Challenge

Data protection and user education became a big priority for CNH Industrial upon realising they don't need to protect all information and documents in the same way throughout the organisation. They were looking for a solution which would allow them to classify documents to determine which information was confidential, and which was not, without over-protecting all company documentation. In addition they wanted to ensure that the required solution would also improve user education; making sure that users were confident that they were classifying information correctly within the organisation.



CNH Industrial chose Boldon James Classifier as their data classification solution due to the flexibility of the solution, as well as the flexibility and helpfulness of the Boldon James team throughout the pre- and post-purchase phase. It has been easy to get users on board, who are now classifying documents with ease and recognising which files are to be handled with care

## The Solution

The ICT Security, Risk and Compliance team began to look at data classification solutions, and having considered a few different providers chose Boldon James Classifier. This decision was due to the flexibility of the solution alongside the flexibility and helpfulness of the Boldon James team; who throughout the pre- and post-purchase phase were more than happy to develop and deliver customisations to Classifier for CNH Industrial, displaying a rapid turnaround time for the requested changes.

Classifier ticked all the boxes that CNH Industrial were looking for in a data classification solution. It was easy to get users on board to begin classifying documents; with visual markings on documents easing any potential confusion as to the classification.

Users are now able to recognise which files are to be handled with care, and the organisation can leverage classification metadata to better protect information assets.

One of the biggest challenges, as mentioned earlier, was the need to provide a unique solution within the organisation that would be able to translate throughout the various differing cultures of the worldwide organisation. Boldon James worked closely alongside CNH Industrial to find the right balance point, which was achieved during the roll-out phase. The solution has now been deployed across 26,000 users throughout the organisation, and the reaction has been very positive. Furthermore, the organisation say they experienced less change management issues than they initially expected before deploying the new solution.

## Conclusion

CNH Industrial's aim was to be able to introduce a data classification throughout their worldwide organisation that was going to be well received and easy to use in every different culture. Boldon James Classifier met their expectations and has allowed for a security culture to be developed throughout the organisation. The introduction of Classifier ensures that users classify each document and email they write and, consequently, that readers are provided with clear indication about the confidentiality of the information they receive, helping them to handle it appropriately.

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