



**CASE STUDY** (Boldon James)

## Delivering Information Security To Major Financial Institution

The client is an international investment firm with a client list that spans public and corporate pension plans, government agencies, financial institutions and private individuals.

### The Challenge

Information security is a business-critical requirement for financial service organisations - with vast amounts of sensitive information in circulation, control over data access, dissemination and storage is crucial. In addition to managing email data, the company also needed to apply strict controls to data repositories and Microsoft Office documents. This strict control requires policies that have been set by select staff to be invoked as part of automated tasks and, in some instances, controlled directly by other applications, such as data governance tools.

The company viewed data classification as a key element of industry best-practice and being fully aware of its benefits, had tasked the Information Security Manager to identify a solution that would meet existing and future requirements and could be expanded in line with new objectives (such as the implementation of an intranet and compliance with future codes and regulations). The company also required a solution which its users would find easy to use (irrespective of their familiarity with IT) and which could be rapidly adopted with as little impact as possible on existing processes, practices and procedures.



Boldon James' solutions have delivered peace of mind and given us full confidence in our ability to manage and control information – whether this be from emails, office documents or from our Windows file stores. In addition to easily, efficiently and effectively managing the access to and dissemination of this information, our staff have an increased awareness of the sensitivity of information and we can demonstrate our compliance to internal and external regulations.

## The Solution

The company's immediate requirement was to enforce information security policies and to prevent information leakage or release to unauthorised recipients. Three immediate areas of concern had been highlighted by the Information Security Manager – emails, documents and files residing in its Windows file stores.

“The classification, management and control over information was a key driver for the business, not just to deliver peace of mind to stakeholders, but also to provide audited proof of compliance,” commented Martin Sugden. “With the levels of confidence that Boldon James’ solutions bring, the company could rapidly demonstrate adherence to best practice. A further benefit was that the business could accelerate projects such as the automation of the encryption process and control over the sharing of information across departments.”

With support from Boldon James’ consultants, the company implemented three core components of Boldon James Information Classification stable of solutions: Email Classifier, Office Classifier and Power Classifier.

“The business had seen an exponential increase in the volume of information flowing into its Windows file stores on a daily basis and needed to classify and label this static information to enforce its rules on the handling and release of information,” explained Martin Sugden. “It also had to ensure consistent behaviour of other security technologies such as data loss prevention and archiving.”

By deploying Email and Office Classifier, the organisation was able to enforce the company's policies and procedures on the handling and distribution of sensitive documents, as well as being able to utilise the visual marking facility to help raise awareness within the organisation. The company selected Power Classifier to classify and label its substantial legacy data repositories. Available as part of the Enterprise Edition of the Boldon James Classifier suite, Power Classifier allows organisations to organise and extract value from unstructured information, and complements Enterprise Search and Data Governance tools by delivering the final stage in the Locate – Organise – Classify process for handling unstructured information.

## Conclusion

Financial organisations are subject to legally enforceable rules and regulations addressing all aspects of their operations. Critical and highly sensitive information resides in emails, documents and file stores across the organisation. Therefore, it is of the highest importance that the organisation have tight, error-proof and auditable management and control over the access and dissemination of information; something that Boldon James Classifier has brought to the business. Policies and procedures are now being enforced organisation wide for the handling and distribution of sensitive material and documentation, and staff awareness has been significantly increased.

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