



**SECLORE INFOSOURCE**

**Outsource with Confidence !**

Financial Services

CASE STUDY

## Background Of The Organization

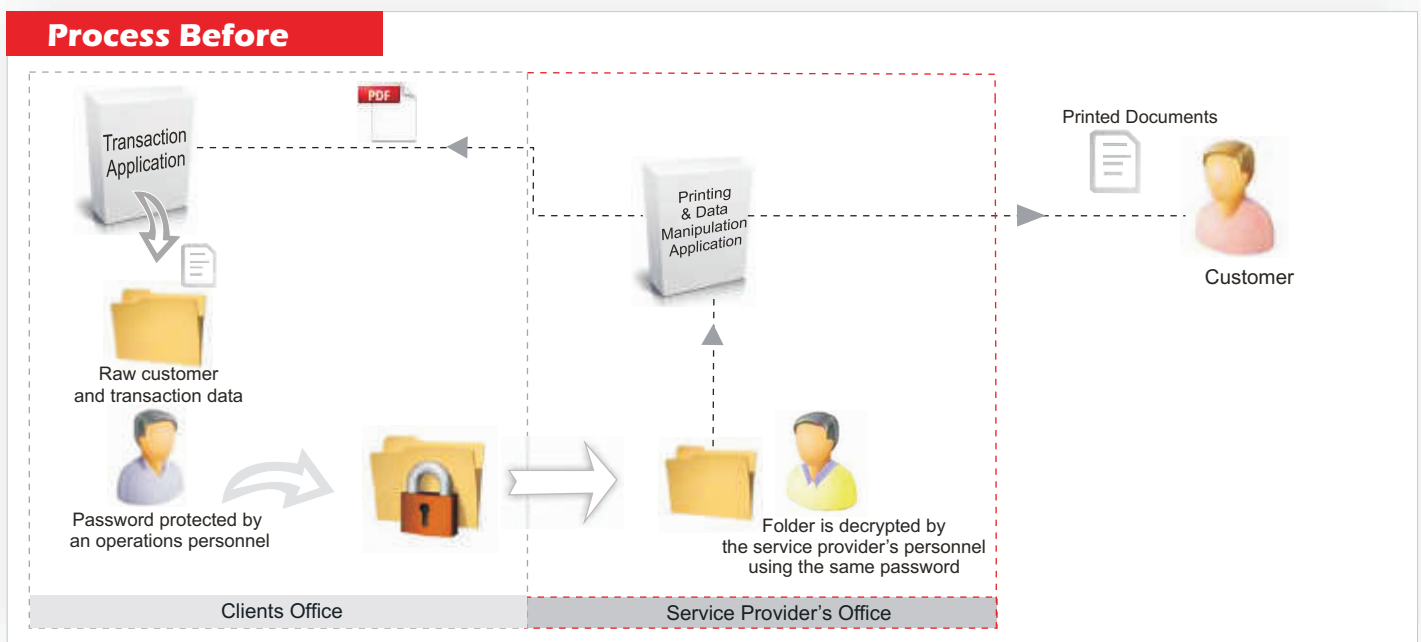
Client is the one of the largest financial services companies in India with interests in banking, asset management, capital market services, life insurance, general insurance, real estate financing and venture capital. Client has presence in more than 60 countries.

## Process Before

With millions of retail and institutional customers, the client is handling extremely confidential data regarding customers & internal operations. For the purpose of customer communication, a large part of the confidential information needs to be shared with the external printing service provider who focuses on printing transaction statements, policy documents, billing information for physical and electronic distribution. The data exchange between the client & the service provider is done using password-protected files.

## Issues And Information Leakage Scenarios

Though the information in transit is protected, almost all other methods of information leakage are open. This is primarily due to lack of persistent, end-to-end protection of the data. In the process, as it was, raw data lies in unprotected state at the service provider's system after the completion of the task ! This defeats the purpose of elaborate measures to protect the data. The client also has no way to audit the actions that its own or the service provider's personnel do on the data during this process. During a random check it was discovered that this unprotected customer data was being siphoned off to a rival telemarketing agency by one of the service provider's personnel.



## Need for a distributed document usage control system

After a thorough analysis, the client realized that the needs for information usage control cannot be filled by access control / encryption-decryption technologies. The need to be able to effectively "remote control" information usage was realized. This remote control mechanism should be able to restrict usage to specific machines and users of the client as well as the service providers end, as well as control what is done with the information and when.

## The Seclore Solution

The Seclore InfoSource solution provided to the client allowed rights protected information to be shared for a specific purpose with the service provider. This allowed the client to ensure that information shared was used for the specific purpose of printing, by a specific set of users within the service provider's environment, on a specific server and within a specific time of generation. Furthermore, Seclore InfoSource was directly integrated into the service provider's processing application, which completely eliminated the need for human access to the raw data.

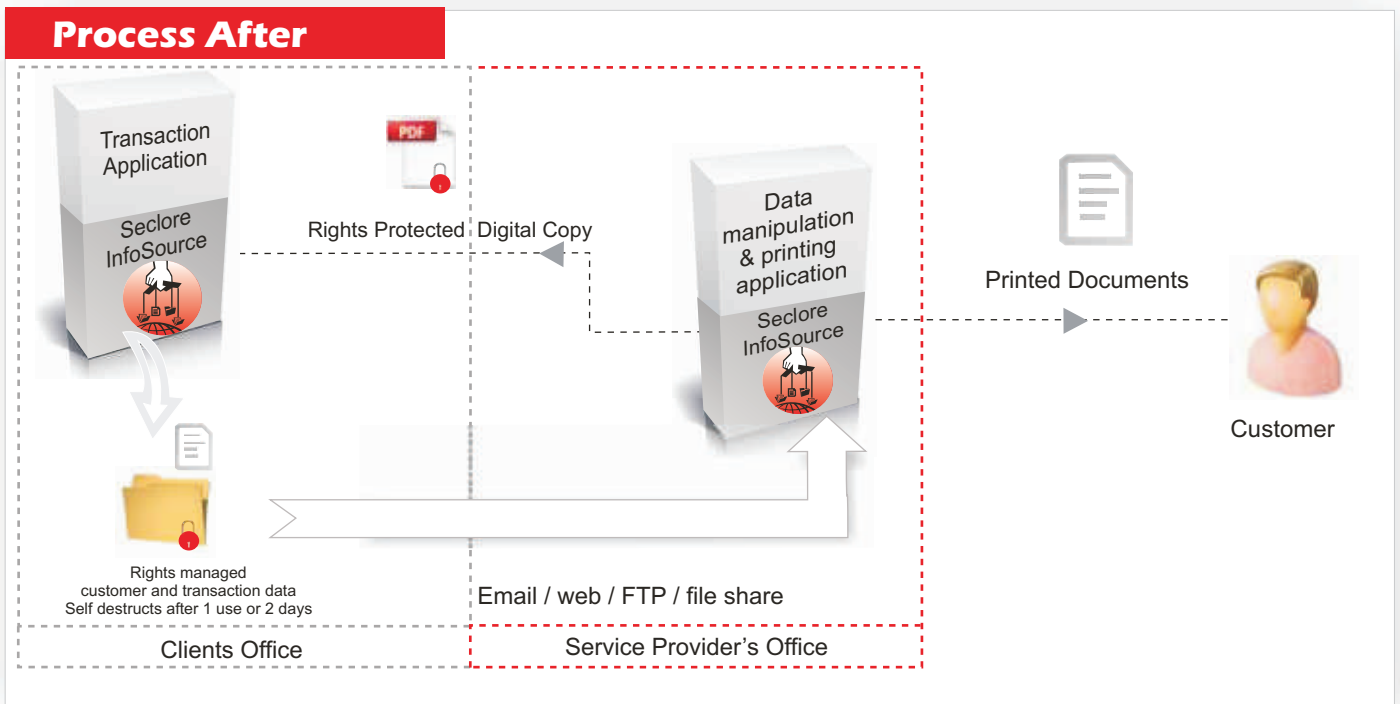
## Control

**Who:** Only specific users of the outsourced printing operations company can access the data

**What:** Only a predefined (printing) application can access the data

**When:** Only within 2 days of the data being sent (data is permanently erased after that)

**Where:** Only on a specific computer (server) of the vendor



## Benefits And ROI Drivers

Seclore InfoSource provided the client with persistent end-to-end control over its information through the life cycle of creation, storage, transmission, usage and destruction. The granularity of rights allowed the client to ensure that information is used for the specific purpose only and not for any other purpose. Minimal changes to the existing infrastructure and processes meant reduced time to market as well as no ongoing costs.

## About Seclore

Incubated and promoted by IIT Bombay, Seclore Technology develops innovative solutions in the area of information usage control. Seclore has achieved industry leadership in the area of information usage control, information rights management, enterprise DRM through its range of products. Some of the largest corporations in financial services, engineering and education use Seclore products for information usage control.



# SECLORE

Tel: +91 22 4015 5252

Email: [info@seclore.com](mailto:info@seclore.com)

Blog: <http://blog.seclore.com>

[www.seclore.com](http://www.seclore.com)