

# Shilpa Medicare Case Study



## AT A GLANCE

### Company:

Shilpa Medicare Limited is a global brand in manufacturing and supplying affordable Active Pharmaceutical Ingredients (API) and Formulations to various regulated markets.

### Challenge:

Safeguarding the Intellectual Property (IP) of high-quality formulations from getting compromised due to leakage to the competition.

### Solution:

Seclore Rights Management: Security24 offering

### Result:

Seclore Rights Management averted any unauthorized internal sharing of sensitive data among employees. It also allowed the employees to confidently download, access, and share sensitive data externally via email and the cloud.

## About the Organization

Shilpa Medicare Limited is a global brand in manufacturing and supplying affordable Active Pharmaceutical Ingredients (API) and Formulations to various regulated markets. Each of their five manufacturing facilities is designed and equipped to work collaboratively to deliver high-quality products. The objective is to streamline the production to match the defined budgets, delivery schedules, and customers' requirements.

## The Challenge

As a pharmaceutical company that needs to collaborate with various external entities, Shilpa Medicare Limited faced two main challenges:

- **Secure External Collaboration:**

The company specializes in producing customized, high-quality formulations and APIs. These products require high-level security to prevent them from getting compromised. The Regulatory Affairs and the Audit departments often share this confidential data with external parties and prevent its misuse. Additionally, they also need to exchange information on the cloud securely.

- **Regulatory Compliance:**

Data is the most protected asset for any company. Many countries such as the UK, US, Korea, and Japan have established stringent regulations to protect the data used and shared by the pharmaceutical sector, be it on-premise or on the cloud. There are heavy fines for not complying with the privacy regulations.

Shilpa Medicare was looking for a solution to protect their sensitive documents shared internally or externally. After exploring and learning different data security solutions on the Internet and social media, they learned about Seclore. A thorough discussion of Security24's features propelled their decision to choose Seclore for their data security requirements.

## The Solution

With the Security24 offering, Seclore could add data-centric security to their infrastructure within one business day. The feature that most attracted Shilpa Medicare was the ability to control screen captures. They did not want the recipients to capture the data in any format. That is why they made it obligatory for the recipients to access the data only through the native apps and not through the browser.

Additionally, usage controls on printing and editing enabled them to provide access – albeit limited – only to the authorized members working on the project. The usage controls determined:

- Who accessed the information?
- For how long?
- What they could do with it?
- From where?

The Regulatory Affairs department often shared documents in standard office file formats and PDFs. These documents include information related to the drug formulas and APIs, which are highly sensitive to a company like Shilpa Medicare. Furthermore, the audit

department shares critical and sensitive audit and financial reports with external organizations.

As a result, a group of 30 authorized users from the Regulatory Affairs and the Audit departments were able to protect and share more than 400 confidential files with external agencies.

## The Result

Seclore could help Shilpa Medicare provide data security on all devices such as laptops, tablets, and cellphone users. As an organization dealing with sensitive information such as Active Pharmaceutical Ingredients (APIs) and formulations, the documents are often shared externally – with customers or partners – on short notice. As a result, Shilpa Medicare needs to secure all the data quickly and effectively.

Shilpa Medicare aimed to prevent the leakage of sensitive information to competitors and avoid any unauthorized internal sharing of data. Seclore has given employees the confidence to securely handle and collaborate with sensitive data as it is downloaded, accessed, or emailed from the cloud. It has also helped the organization gain customer trust and sustain its credibility in the market.

Shilpa Medicare wants to continue using Seclore for their internal departments to ensure secure file-sharing. Going ahead, they hope to be able to integrate Seclore into their DLP systems for secure file-sharing. They would also like to use Seclore for mobile data security.



*With data-centric security, we aim to prevent the leaking of sensitive information to competitors and avoid unauthorized internal sharing so that the data is accessible only to the intended recipients. Seclore has given me the confidence to securely handle and collaborate using sensitive data as it is downloaded, accessed, or emailed from the cloud.*

*It has also helped us gain customer trust and sustain our credibility in the market.*

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