Boldon James

A QINETIQ company

Safeguarding Commercially Sensitive Data For Major Energy Organisation

The client is a multinational oil and gas company with operations across five continents. Although the company is a major player in all aspects of the energy sector, its main business is the exploration and extraction of natural gas and oil and the production of liquefied natural gas, which is sold to wholesale customers such as retail gas suppliers and electricity generating companies.

The Challenge

The natural gas exploration and production industry relies heavily upon emails and large attachments that address a wide variety of commercially-sensitive issues, including surveys, projected productions, financials, legal responsibilities and implications, etc. As with all major organisations, the company was increasingly concerned about data leakage from emails. With huge quantities of current and legacy emails residing on desktops, management was aware of the issues that could arise if commercially-sensitive email content was accidently released to non-authorised recipients.

The company was also in the process of enhancing its SharePoint implementation and had plans to encourage the use of the collaboration and information sharing facilities, both internally and to a select group of partner organisations via Intranet and Extranets. Although SharePoint provided powerful and comprehensive information access controls, the company was concerned that it would have no effective control once information had been retrieved from the SharePoint managed data repository.

"This was a classic example of potential data leakage and the need to address the situation before it could escalate into a serious corporate issue," explained Boldon James' Sales

With vast amounts of current and historic commercially sensitive data residing in emails and in various data repositories across the organisation, data leakage and the need to enforce procedures on the handling and releases of this information was critical.

Account Manager, James Everard. "Already, the situation had been identified as a cause for concern, but with board-level strategic initiatives which included enhanced collaboration and information sharing, as well as long-term plans to archive historic data, the issues of managing information and ensuring that its handling and release conformed to strict regulations, processes and procedures, was becoming critical."

Aware that there are a number of tools developed for information classification which would help to achieve the business' security objectives, the company analysed several alternative technologies before identifying Boldon James as the preferred supplier due to their strong portfolio of classification products.

"The company was looking for solutions that would deliver secure, easy-to-implement and simplified management controls over email and data labelling and release," continued James Everard. "Low overheads were a major requirement, as was the ability of the final solution to integrate seamlessly with the installed Symantec email security family of products.

The company also wanted to partner with an organisation with a strong UK presence to provide a support service that matched their working hours."

The Solution

Following in-depth testing, live demonstrations and discussions with senior corporate stakeholders, the company decided to implement the entire portfolio of the Boldon James Classifier products, including, Email Classifier, OWA Classifier, and SharePoint Classifier across the entire organisation, citing the capabilities and features delivered by the solutions, Boldon James' understanding of the issues and objectives, and the professionalism of its technical consultants.

Boldon James' solutions have radically enhanced the management and control of information release across the organisation. We now have solid secure and easy-to-use control procedures in place for both email, documents, and SharePoint sourced information, ensuring rigid compliance with our internal processes and procedures.

Conclusion

The Classifier products have radically improved the way in which email, documents and SharePoint-sourced information are managed and controlled. The solutions have increased staff awareness of the sensitivity of information being handled within the organisation as well as providing evidence that the company's applicable regulations have been met and has boosted the company's ROI in DLP, encryption, archiving & storage, e-discovery, information rights management and ERDMS.