

# PTS SUPPORTS EUROPEAN BANK TO PROTECT SENSITIVE DATA AND MEET REGULATORY REQUIREMENTS

## YEARS OF FAILED DLP ATTEMPTS

A European bank, facing growing regulatory scrutiny and internal concerns about data leakage, had struggled for years to implement an effective Data Loss Prevention (DLP) solution. Previous attempts by the bank's IT department had resulted in frustrated senior management and failed deployments. The bank needed a reliable solution that would protect sensitive data and ensure compliance with strict regulations.

## A USER-CENTRIC APPROACH

The bank partnered with PTS to provide strong project governance and develop a comprehensive DLP design and implementation plan. PTS' proven track record in the financial sector and deep understanding of business change management made them the ideal partner for this critical project.

PTS worked closely with the bank's IT and business teams to implement a phased approach, focusing on collaboration with the business units and user engagement:

### 1. LEVERAGING EXISTING TOOLS:

Recognising the bank's extensive use of Microsoft products, PTS identified Microsoft Purview and Defender as the foundation for the DLP solution. This minimised additional software costs and ensured seamless integration with existing systems.

### 2. COLLABORATIVE BUSINESS CHANGE MANAGEMENT:

PTS developed a structured Business Change Management programme, emphasising user awareness, training, and ownership. Workshops were held with key stakeholders, including Security, Compliance, Audit, and department heads, to define data sensitivity levels and establish clear DLP policy guidelines.

### 3. DEPARTMENT CHAMPIONS:

To ensure department-specific policy adoption, PTS trained designated 'Department Champions' who were responsible for identifying and submitting relevant DLP policies for their respective areas. This fostered a sense of ownership and accountability across the bank.

## EXPERTISE AND INNOVATION

PTS encountered several challenges during implementation:

- **BULK DATA LABELLING:**  
Millions of unlabelled files made manual labelling impractical. PTS developed a strategy for automated data classification based on the specific needs of each business department, ensuring accurate and efficient labelling.
- **DATA RETENTION AND ARCHIVING:**  
A data scan revealed that 60% of files on the bank's on-premises file store, SharePoint, and OneDrive hadn't been accessed in three years. PTS recognised the need for a data archiving and restoration process and collaborated with departments to define file retention policies.
- **SECURITY INCIDENT RESPONSE:**  
PTS integrated the DLP solution with the bank's existing Security Incident Management System, enabling a streamlined and effective response to potential security breaches.
- **DLP REPORTING AND VISIBILITY:**  
To ensure transparency and empower business units, PTS implemented Power BI dashboards. These dashboards allowed teams to monitor file activity, identify breaches, and generate custom reports for enhanced visibility and control.



## TRANSFORMED DATA SECURITY

The successful implementation of the DLP project yielded significant results for the bank:

- **SUCCESSFUL DEPLOYMENT:**  
The bank successfully implemented DLP tools and processes across the organisation, enhancing data protection and meeting regulatory compliance requirements.
- **INCREASED AWARENESS:**  
Business departments developed a heightened awareness and ownership of data security, fostering a culture of security within the bank.
- **IMPROVED COLLABORATION:**  
Collaboration and communication between IT and business teams improved, ensuring ongoing success and adaptability of the DLP solution.
- **STREAMLINED INCIDENT RESPONSE:**  
The bank's ability to respond to security incidents was streamlined, minimising the impact of potential breaches.



## A TRUSTED PARTNERSHIP FOR ENHANCED DATA SECURITY

The aims of the Project were to commence the implementation of the existing tooling and initiate Business Change to focus the business departments on their objectives of identifying and managing and protecting their business sensitive data. These objectives were achieved, and Business and IT Teams are now able to effectively manage their DLP process flows, satisfying the Risk and Compliance Teams as well as the local banking regulator.

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“PTS brought us the key skills and experience in engaging and mobilising our business and simplified the implementation of the Bank's DLP programme, providing us with clear recommendations and guidance documentation..... the plan set out at the beginning was clear.... PTS provided us with clear explanations on the importance of Business Change Management in the creating and roll out of the policies.”

European Bank - Head of IT