

Leading IT Solutions Provider Streamlines Assessments for Privacy, Security, and More

Streamlined workflow and efficient data management deliver wide-reaching benefits

Founded more than 20 years ago, an enterprise IT solutions provider delivers a comprehensive portfolio of secure products and services based on an open, collaborative business model.

Nearly the entire Fortune 500 relies on the company, including all of the largest airlines, telcos, healthcare companies, and commercial banks.

With so many enterprises trusting the company with their critical applications and IT infrastructure worldwide, they have a tremendous responsibility for the safety and security of customer systems and data. Part of that responsibility is making sure their own systems and processes adhere to the highest standards of privacy and security.

Challenge: a Privacy Process in Need of Modernization

The company's assessment process was cumbersome in terms of collecting comprehensive input from all parties involved in each privacy project. And expensive legal resources were regularly required to ensure compliance with frequently changing privacy frameworks and requirements. It needed a simpler, streamlined, cost-effective solution to address the high standards it set for privacy.

“One of our primary privacy challenges was to raise the bar for our third-party vendor risk assessments,” says their Enterprise Security Architect. “Another was to put a new, comprehensive, efficient process in place for our annual U.S.-EU Safe Harbor assessment, which now has transitioned to the EU-U.S. Privacy Shield, and for the GDPR and other assessments.”

“We don’t need to keep track of changes in any of the laws around privacy, whether it’s GDPR, Privacy Shield, etc. We don’t need to spend a lot of time understanding these ever-changing, ever-moving privacy regulations. We trust TrustArc that their templates are up-to-date.”

- Enterprise Security Architect

A Solution That Addresses Privacy and More: Use Case

TrustArc Assessment Manager addressed the company's need to streamline and systematize both third-party vendor risk assessments and the Privacy Shield self-certification process. Assessment Manager's built-in templates saved countless hours and legal resources that would be required to create and validate questions from scratch and ensure regulatory compliance. And because Assessment Manager is a cloud-based, software-as-a-service solution, the Security team has confidence that the template questions are up-to-date, quickly reflecting any changes in regulations or requirements for the various privacy standards.

Once the Security team witnessed the inherent efficiency and comprehensive work flow of the Assessment Manager technology, they quickly identified other use cases for it beyond the classic privacy applications. One is empowering project teams to perform self-assessments for security, privacy, and overall risk. This process replaces individual project evaluations by the architecture review board, an inherently unscalable process for large or numerous projects. Another is overall enterprise architecture assessments on a range of non-privacy criteria such as scalability, reliability, availability, service and support.

"We're leveraging the structure of the tool and its ability to gather data for things beyond privacy," their Architect said. "We'll write our own questions around enterprise security or architecture assessments. This tool can definitely be used outside of what TrustArc offers out of the box, through our own customization capability."

Why TrustArc

The IT Solutions Provider chose TrustArc as its privacy partner based on the endorsement of colleagues in the International Association of Privacy Professionals (IAPP) community, TrustArc's reputation in the privacy market, and the capabilities of the solution. For the company's Security team, the out-of-the-box templates built into TrustArc Assessment Manager were a key feature that could deliver high value to the organization on multiple levels.

The templates deliver reliably up-to-date content for GDPR, Privacy Shield, and other privacy initiatives. Other benefits include zero software maintenance thanks to the SaaS model; extendability into application assessments beyond privacy; and dashboarding and reporting capabilities.

As is often the case when enterprises adopt the TrustArc tools, the enterprise IT leader now finds its entire privacy assessment process to be simpler, faster, more efficient and more organized. Instead of manually managing emails and spreadsheets, the entire end-to-end process of collecting, organizing, and archiving the data is automated. Compliance issues and risk exposure are quickly identified, and data is archived in an organized fashion for ready access in the future. And the company uses the technology's engineered-in flexibility to assess and validate not just privacy, but overall risk, security, scalability and more, increasing its utility and value in the development environment.

About TrustArc

TrustArc powers privacy compliance and risk management with integrated technology, consulting and TRUSTe certification solutions – addressing all phases of privacy program management. Our new name, TrustArc, reflects our evolution from a certification company into a global provider of technology powered privacy solutions. Headquartered in San Francisco, and backed by a global team, we help over 1,000 clients worldwide demonstrate compliance, minimize risk, and build trust.