

SUCCESS STORY

BADENOVA

Personal data protection enhances IT security



Integrated DLP concept from Sopra Steria helps Freiburg-based utility badenova to assess and minimise potential threats and prevent exposure to liability

badenova required a data loss prevention (DLP) security architecture to actively safeguard the data, processes and IT applications critical to its operations.

The Challenge

Effective IT security starts long before data becomes lost. Prevention of unwanted data leaks must be planned and implemented by professionals.

Energy providers generally depend on electronic business processes much more than companies in other sectors. For badenova AG und Co. KG, the loss of data could thus quickly threaten its very existence. The company was not in a position to carry out a full analysis of all threat scenarios itself and therefore turned to the DLP experts at Sopra Steria for help.

Sopra Steria was first tasked with identifying when a threat would be considered «critical» for the Freiburg-based utility. To achieve this, Sopra Steria's experts established qualitative and quantitative criteria in co-operation with different departments in the company, such as Risk Management. Using these criteria, they identified data (data in use, data at rest, and data in motion), processes, IT applications and communication channels vital to the company's operations. Once this was complete, the project team was able to approach the real task: preventing threats efficiently and effectively, thus averting existence-threatening losses for badenova or reducing risk to an acceptable extent.

Key Points

- Identify data, processes, IT applications and communication links critical to operations
- Investigate existing threat scenarios and evaluate DLP tools
- Highlight short-term potential for improvement
- Formulate specific recommendations for action

Our solution

Sopra Steria used its own proven procedural model, which guaranteed a structured, productive, efficient handling of the project. After identifying the critical business units and processes, the DLP experts conducted a large number of interviews. badenova's present situation was recorded on this basis. Threat scenarios were debated and potential for improvements developed and discussed.

Sopra Steria then established which particular short-term potential improvements were feasible. Specific recommendations were drawn up, agreed and finalised with regards the action required to prevent or significantly reduce existing threats.

The team also assessed which improvements could be achieved using DLP tools. To do so, information from the analysis stage was used to assess the contribution that such software tools could provide to reduce threats.

How we worked together

Sopra Steria is fully aware that a realistic assessment of threats can only be carried out if there is an extensive exchange of information with all specialists and employees in companies. The team of DLP, information security and management experts thus made extensive use of discussions and interviews with badenova and badenIT, badenova's IT services provider. This allowed the team to quickly gain insight into the particular processes and conditions involved when information is processed at badenova.

In addition to potential technical solutions, Sopra Steria's experts closely examined financial and organisational aspects of software use. They looked at matters such as cost-benefit considerations and the effects on the working environment.

This structured, analytical approach enabled Sopra Steria to quickly identify and document relevant data, processes and applications. The DLP experts highlighted all existing threat scenarios and recommended appropriate, effective countermeasures. Their integrative approach resulted in existing measures being incorporated and enhanced while gaps and omissions were also remedied.

badenova's executive management approved and authorised the implementation of the prevention measures.

Results and benefits

The Freiburg-based utility gained a comprehensive insight into the potential threat that data loss poses to its business processes. Initial, short-term prevention measures were implemented efficiently and effectively within a narrow time frame. It was thus possible to reduce the existing risk to a level acceptable for badenova.

The company benefits in two ways: in addition to improved IT security, the implemented solutions eliminated the company's and its officers' exposure to liability regarding aspects such as shortcomings in organisational structures.

“*The joint project was a complete success. badenova's executive board is very pleased with the outcome and I greatly enjoyed working with Sopra Steria. I am already planning to use their experts' valuable expertise on other projects*”

STEFAN BEYER,
Information Security and Personal
Data Protection, badenova AG &
Co. KG

badenova benefitted from Sopra Steria's DLP expertise and co-operation at all levels of the company, including:

- Overview of data, processes and applications critical to its operations
- Insight into existing threats and highlighting of necessary improvements
- Consideration given to general conditions and specific needs of the organisation
- Reduction of the organisation's exposure to liability

Looking to the future, Sopra Steria's DLP experts will use their extensive experience to help badenova set up and implement DLP processes.



About Sopra Steria

Sopra Steria, European leader in digital transformation, provides one of the most comprehensive portfolios of end to end service offerings in the market: Consulting, Systems Integration, Software Development, Infrastructure Management and Business Process Services.

Sopra Steria is trusted by leading private and public organisations to deliver successful transformation programmes that address their most complex and critical business challenges. Combining high quality and performance services, added-value and innovation, Sopra Steria enables its clients to make the best use of information technology.

With 37,000 employees in over 20 countries, Sopra Steria had pro forma revenue of €3.4 billion in 2014.

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