

# GDPR

## Fast-response NTT DATA business and technical analysts help insurer to create data capture processes that meet strict GDPR requirements

### Challenge

Lack of specialist know-how and resources meant the company was struggling to comply with GDPR requirements

In some of the most sweeping changes ever made to data privacy laws, organisations of all types have been gearing up to meet the General Data Protection Regulation (GDPR) deadline.

GDPR compliance turned into a major challenge for a large nationwide insurance company, which faced Financial Conduct Authority (FCA) pressure to improve its internal data processing and enhance IT security.

Having begun the task in-house, the insurer realised it lacked both documented understanding of data flows within its ranks and the resources required to meet its obligations on time.

The company turned to NTT DATA, which was ready to respond rapidly by deploying a team of experts to help complete the detailed and thorough data-based project.

#### About the client

The large UK-based insurance company provides a wide range of products, including cover for homes, cars, vans, taxis, bikes and commercial vehicles. It also provides services like breakdown cover. Founded in the 1950s, the insurer is today a household name with more than 220 branches nationwide.

#### About NTT DATA

NTT DATA (Tokyo: 9613) is your Innovation Partner anywhere around the world. Headquartered in Tokyo, with business operations in 42 countries, we put emphasis on long-term commitment and combine global reach and local intimacy to provide premier professional services from consulting and system development to business IT outsourcing.

### Solution

In-depth, organisation-wide review of internal data processes provides the foundation for the insurer's GDPR compliance workload to provide a value-for-money solution

A team of NTT DATA business analysts, insurance business consultants, technical consultants and data scientists was tasked to help the insurance company solve its GDPR compliance challenge.

The team's first step was to review and understand the full suite of the insurer's business and analytics processes. This extensive process involved NTT DATA analysts interviewing the insurer's personnel at every location to compile a central repository of information. Each case and the rules identified in each business unit were then presented to risk governance teams. In addition, the team provided a justification for why the insurance company was capturing the data and how the information would be used.

The scope of the work by the NTT DATA team ranged from thorough business analysis of how the insurer made a customer sale of insurance products, right through to detailed technical analysis. The work encapsulated pricing and marketing analytics, including all the information used across each of the outlined processes.

## Results

### End-to-end documentation and risk analysis wins high praise in FCA compliance report

By the end of the project, NTT DATA had created a central repository of data flows with a complete risk assessment to comply with GDPR requirements.

NTT DATA's expertise and detailed work resulted in the insurance company passing tough FCA compliance standards. The FCA even noted in its report that it was very pleased with the end-to-end documentation produced.

The insurer now meets all requested compliance standards and has gained a valuable understanding of the internal data processes used across its business.

