opentext™

SUCCESS STORY

Industry
- Financial

Solution
- OpenText™ Redact-It™ Enterprise tool within OpenText™ Blazon™

Results

 Simplified, accelerated document requirements with automated redaction

 Ensured comprehensive compliance and data security for consumer data

 Enabled completion of large redaction project within two days instead of two months

Global Debt Registry protects consumer information

Financial Services provider dramatically reduces time and manpower to complete redaction requirements using the OpenText Redact-it Enterprise tool within OpenText Blazon

"Other platforms that I tested were either too simplistic... or they were overly complex... we were definitely pleased with the simplicity of the [Redact-It Enterprise] architecture."

Bruce Gilmore
CIO
GDR

Many financial institutions buy and sell corporate and consumer debt on the global market. During the transaction process, sensitive consumer account information is often transferred between buyers and sellers, meaning both parties need to ensure highly sensitive consumer data is exchanged securely.

Global Debt Registry (GDR) facilitates the secure transfer of debt portfolios and documentation from sellers to buyers, transferring a high volume of documentation from large credit card issuers and debt buyers. Encrypting all data being sent to and from the registry, GDR offers a security model designed to be compliant with the Payment Card Industry Data Security Standard (PCI DSS). GDR also offers secure, efficient redaction services to its clients.

When helping one of its clients with a large redaction project, GDR deployed OpenText™ Redact-It™ Enterprise, now part of the OpenText™ Blazon™ document transformation solution. *"Our client had purchased a sizeable portfolio, which contained documents that needed redaction,"* said Bruce Gilmore, chief information officer for GDR. *"We extrapolated that to be about three pages per document. So our client was actually looking to redact about 300,000 pages."*

Using Redact-It Enterprise, GDR automatically removed and protected account numbers, helping ensure its client was in compliance with the PCI DSS and Gramm-Leach-Bliley Act (GLBA) rules governing the protection of consumer privacy data.

Redact-It Enterprise safely removes privacy information and sensitive content from virtually any document type, including PDF, TIFF and Microsoft® Word and Microsoft® Excel®. Users can redact individual documents on demand in an automated workflow process or redact entire folder hierarchies as a batch process. Complex expressions can be used to automatically redact all instances of a phrase, name, Social Security number, phone number, account number, monetary amount and more. With Redact-It Enterprise, users can also redact predefined zones on common image document types.

Before Redact-It Enterprise, GDR's client had been redacting PDF files manually. They would open each PDF, and then individually redact and save each document. *"When they were manually redacting, the client was doing all that heavy lifting,"* explained Gilmore. *"They had four temps working full time just redacting those pages and preparing them. What took us about 48 hours to process and redact would have taken them a couple of months to work through."*

By deploying tools, such as Redact-It Enterprise, GDR is improving customer response time. *"In the antiquated model, it took up to 90 days to process requests for documentation,"* said Gilmore. *"What we're trying to do is accelerate that turnaround time by incorporating processes like automated redaction."*

In addition to accelerating workflow, Redact-It Enterprise is easy to deploy. *"A lot of the other platforms that I tested were either too simplistic and not able to handle the volume or they were overly complex,"* said Gilmore. *"We didn't have a terrible amount of time to it working, so we were definitely pleased with the simplicity of the [Redact-It Enterprise] architecture."*

With Redact-It Enterprise, GDR has found an easy way to improve customer response time, while ensuring that consumer privacy information remains secure.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit **opentext.com**.

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