

# Standard Chartered® deploys Workshare® Protect to 55,000 users worldwide

WORKSHARE

THE LEADER IN SECURE CONTENT COMPLIANCE



## BUSINESS PROFILE

**Industry:**  
Finance

### The Challenge:

Standard Chartered Bank wants to track and control the spread of information, as well as protect data at the end-point. It needs to ensure users can continue to work, while ensuring the risk of information leaks is minimised through effective policy enforcement.

### The Solution

Workshare Protect

### Key Benefits

- ▣ Track and manage the spread of data at a central level
- ▣ Control and alert users to sensitive data at the end-point
- ▣ Provide full disk encryption at the end-point
- ▣ Rapid cleansing of hidden data in documents to ensure full information leak prevention
- ▣ Applying restrictions such as document encryption prior to transmission

## THE COMPANY

Standard Chartered PLC, listed on both the London Stock Exchange and the Hong Kong Stock Exchange, ranks among the top 25 companies in the FTSE-100 by market capitalisation. The London-headquartered group has operated for over 150 years in some of the world's most dynamic markets, leading the way in Asia, Africa and the Middle East. Its income and the number of employees have more than doubled over the last five years primarily as a result of organic growth and supplemented by acquisitions.



Standard Chartered aspires to be the best international bank in its markets by being the right partner for its stakeholders and leading by example. The group now employs over 55,000 people, representing some 100 nationalities, in more than 1,400 branches located in over 50 countries. The bank generates more than 90 per cent of its profits from Asia, Africa and the Middle East, with balanced income derived from both Wholesale and Consumer Banking.

## THE CHALLENGE

As a Bank Standard Chartered handles very large volumes of sensitive information, including customers' personal data. It has a duty of trust to its customers and other stakeholders, including financial market regulators, to maintain the security of all this information. The way the Bank uses its systems today means that such protection must be applied both to information in traditional Banking applications and when it is being used with more dispersed business tools spread across its network, such as workstations and email. Therefore the Bank decided it needed to add to its existing mature security mechanisms to protect data at end points and during its transfer across networks. This would provide the most robust protection against inadvertent data leaks, data breaches and risks associated with its large mobile workforce. The Bank reviewed the vendor landscape and decided that Workshare Protect was the most suitable unified content protection solution for its needs. In deploying Workshare to 55,000 users across the globe the Bank will empower users with flexible access to relevant information while also being able to prevent it being sent to the wrong people, leaked by mistake or in the case of field workers, lost through stolen mobile devices.

In order to achieve its vision Standard Chartered Bank recognises that it must operate both best-in-class customer service and the highest levels of trust. The best customer service requires ready and flexible access to information. Trust requires that access to be tightly controlled, whenever and wherever it is. The challenge comes in delivering these in a corporation of its size and geographical reach, while ensuring that the information protection is both effective and doesn't present unnecessary barriers to working in an increasingly perimeter-less business environment. Therefore the Bank's 55,000 staff needed to have a "framework" that they could rely upon to maintain protection of information while they continued to work and service clients in the most efficient manner, without stopping them from accessing and using data outside traditional applications. This framework needed to provide that protection not only at the network level but also at the end-point (desktops, laptops, mobile devices and USB portable drives), both in the traditional office and elsewhere. To do this, the Bank required a solution that would monitor outbound communications such as instant messaging, FTP and email to prevent unauthorised transmission of content, as well as a solution to control and manage unauthorised content at the end point. This solution needs to analyse the information content and define whether encryption policies should be applied or if users should be alerted to a potential risk, or even prevented from handling certain information.

## THE WORKSHARE SOLUTION

Standard Chartered Bank decided that Workshare Protect was the most suitable solution to meet its requirements. In particular, the Bank will use the solution to protect both at the network and at the end-point for over 55,000 users globally. This will enable the company to manage the solution centrally but enforce policies at the user level where the most appropriate protection decision can be made.

*"We have to control and manage our information, not prevent business from taking place."*

*John Meakin,  
Group Head of Information Security,  
Standard Chartered Bank*

**Microsoft**  
GOLD CERTIFIED  
Partner

2007 ISV/SOFTWARE SOLUTIONS  
PARTNER OF THE YEAR

Workshare Protect will provide the Bank with a framework of tools for unified content protection. In particular, Workshare Protect offers the Bank selective encryption of information, which will allow it to demonstrate to its customers and regulators that the highest level of protection is being applied appropriately. Moreover, Workshare Protect will support the company by providing capabilities such as email encryption, secure PDF, hidden data management, incident workflow, automated rights management, content fingerprints, alert, audit & report, and BlackBerry data protection.

With Workshare Protect, Standard Chartered Bank will track and control the spread of information as well as provide the ability to intervene or indeed, block certain flows. In addition, certain content will be automatically blocked or encrypted depending on its sensitivity to the business or its customers to ensure the highest possible levels of security.

With a diverse and mobile workforce of 55,000, the bank needs a solution that will automatically analyse all information being sent by email and either alert the user that it contains sensitive data, encrypt the email and attachment, or if needed, block the email from being sent.

## THE BENEFITS

The deployment of Workshare Protect provides Standard Chartered Bank with many significant security advantages. While it had robust information security beforehand, now with Workshare Protect it will be managing risk at the most vulnerable point of a business – the user. Whether in the office or in the field, having security at the central level as well as the end-point means that the bank will be able to see where information is going and remind users when sensitive data is being used. In both cases, Workshare Protect can automatically intervene, applying appropriate protection policies established by the Bank.

Workshare will provide clear business advantages. For example, call centre staff will be handling sensitive data while dealing with customer calls. However, they may need to send the same data to financial advisors in the field and so being able to secure the data properly is central to its obligation to provide the best, as well as the most secure and trusted, service to its customers.

One area where Standard Chartered Bank will see significant advantages is for mobile workers in the field. The Bank has a large number of field staff that are servicing clients and prospects. When selling loans, for example, they need to gather customer information on location, and ensure that the collected data is secured. Working from remote areas in India, China and Africa, they cannot always count on being directly linked to a central system, so it is important that the data can be stored securely in the field. In those instances it is encrypted and stored on a laptop until it can be transferred to the central system.

Allowing this data to be collected locally straight into electronic form allows the loan application to be processed more efficiently and quickly while avoiding burdening the customer with unnecessary form-filling. Allowing this to be done even where there is no on-line connectivity in the field means that the Bank can be more competitive and offer the customer the best possible service.

One of the key reasons that Standard Chartered chose Workshare Protect is that it does not simply block the flexible use of sensitive data. Rather it allows users to make an informed decision at the point that they are using data to do their job. They can be notified of the sensitivity of the data and given advice on the secure handling of it at that point in time, while the Bank is always able to view where information is going in an auditable fashion.

Standard Chartered Bank believes that with Workshare Protect it has a solution that can educate, enforce and automate the security of the bank's data at the end-point and on the network. This means the Bank will be able to overcome one of the greatest security challenges presented by being a global, efficient, perimeter-less business.

## ABOUT WORKSHARE

Workshare, an information security company delivers Secure Content Compliance solutions to over 6,000 organisations worldwide. Workshare solutions uniquely combine policy enforcement, management control and user entitlement to ensure safe information exchange without business disruption. Its products include Workshare Protect, Workshare Professional, Compare Service and TRACE! Workshare's customer base spans small to large organisations in every industry segment and includes more than 60 percent of the Fortune 1000 and 85 percent of the ProServices 250. Over one million professionals in 65 countries use Workshare software. The company has offices in San Francisco, New York, Chicago, Atlanta, Dallas, Washington DC, London, Frankfurt, Hong Kong, Paris and Sydney. Workshare is the sponsor of [www.metadatarisk.org](http://www.metadatarisk.org), the definitive source for content security. For more information, visit [www.workshare.com](http://www.workshare.com).

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