



Domestic & General simplifies and speeds up compliance initiatives with SureCloud®

CASE STUDY

The Challenge

With regulatory and trading partner compliance requirements increasing, developing a new GRC strategy was a considerable remit, particularly given the nature of D&G's business – working with millions of customers and over 160 partners. “Companies need to seek and provide independent evidence that effective controls are in place to satisfy good governance, in order to secure current and future business,” noted Vince Pillay, CISO at D&G. “This translated to considerable challenges for our organisation.”

A number of GRC initiatives were planned at D&G, including:

- PCI DSS compliance programme
- Supplier assurance
- Breaking down of GRC silos
- Creating a central version-controlled evidence repository
- Self-service capability for due-diligence questionnaires
- Centralising the capture and analysis of information, instead of sending out spreadsheets
- Making GRC a continuous, business-as-usual (BAU) activity

The Solution

Like many organisations, D&G previously relied heavily on the use of spreadsheets to gather and store all compliance-related information, which posed a number of problems. “The limited manageability of spreadsheets and lack of centralised control made it difficult to devolve and consolidate information,” explained Pillay. “It was particularly frustrating having to then repeat many of the activities for other GRC requirements. We were crying out for a solution to make our GRC processes more efficient.”

Domestic & General was looking for a method to help it automate and coordinate all areas of compliance, which could also adapt to the evolving GRC landscape. Pillay and his team wanted a flexible solution that would maintain their existing processes as much as possible, while delivering a rapid return on investment.

Having worked in the information security industry for over 20 years, Pillay was familiar with the solutions on the market, such as the SureCloud Platform, which allows users to leverage existing investments in spreadsheets.

At a glance...

Customer:

Domestic & General

Industry: Electrical warranty service

Headquarters: London, UK

No. of employees: 2,500

Annual turnover: £500m

Benefits:

- Delivered significant time and cost savings due to ease of deployment and increased automation
- Enabled PCI DSS versions 2 and 3 certification to be achieved seamlessly
- Achieved full ROI within first six months
- Enabled more efficient GRC activity
- In a stronger position to adapt to new requirements, such as EU cybersecurity laws

“The SureCloud GDPR Suite isn't We've become far more efficient and have made substantial time savings by using the SureCloud Platform, as many of the larger solutions would have taken years to implement. We now have visibility and control across the IT GRC space, and have progressed from passive to proactive compliance.”

Vince Pillay

“The top heavy, more expensive solutions (typically developed to help meet Sarbanes-Oxley requirements) were too prescriptive for our needs. Instead, we wanted a solution that would allow us to maintain our existing process, and most importantly, one that would deliver quickly.”

Vince Pillay, Chief Information Security Officer, Domestic & General

By implementing spreadsheets as Forms in the cloud, task management, workflows, dashboards and reporting can be centralised, resulting in easy-to-use GRC processes delivered through an intuitive user experience.

Versatility, ease of deployment and pricing model made SureCloud the right choice

D&G selected the SureCloud Platform for a number of reasons. Its versatility would enable D&G to implement quickly and transfer much of its core GRC data to the SureCloud Platform. D&G also found the user-interface intuitive, accelerating adoption and reducing training needs. Because the SureCloud Platform was a SaaS offering, it could be up and running immediately, and both internal and external compliance initiatives could easily be supported. Also, the Platform's user-based pricing model made it a cost-effective choice for D&G. "In addition to SureCloud's PCI Approved Scanning Vendor (ASV) status, the combination of agility, cost and ease of deployment gave us a sound business case for investing in SureCloud," said Pillay.

Substantial time savings and rapid ROI

Due to SureCloud's quick and easy deployment, D&G started to realise time and cost savings straight away. The solution delivered a full return on investment within the first six months, which other solutions would not have achieved.

"Without SureCloud, we would need a significantly bigger internal compliance team, so we've made instant savings in terms of time and manpower. We have a relatively small infosec team, so thanks to the solution we can focus more resources on management and analysis rather than IT work," said Pillay. "We now have visibility and control across our GRC activities, and have moved from passive to proactive compliance," he added.

PCI DSS certification achieved one month early

SureCloud has made the process of PCI DSS certification much simpler for D&G, enabling it to achieve PCI DSS version 2 certification within 18 months. Using the centralised evidence repository, D&G was then in a position to achieve compliance with version 3.0 a year later, reusing earlier evidence and simply addressing the new requirements. "PCI DSS version 3.0 added over 100 new control objectives, so having the evidence already in place made the annual process of re-certification much faster and easier. This gives the process continuity, and an ongoing compliance framework to help us drive forward. We would not have been able to do this without SureCloud," said Pillay.

Analysing supplier performance

Another key element the SureCloud Platform offers is supplier analysis. D&G can now clearly see trends, categorise service providers' risk and quickly identify suppliers who are falling behind with compliance. The solution can be accessed remotely by auditors and service providers who are automatically reminded about controls they have to comply with. "Analysis is a key area

where the SureCloud Platform has really helped us to automate and become more productive, while allowing us to make more informed business decisions," commented Pillay.

Addressing future compliance needs

Working with SureCloud, D&G is managing its compliance demands efficiently, with the ability to quickly respond to evolving requirements. "We now have a holistic view of our audits, and can operate more efficiently. We don't have to re-invent the wheel for each GRC initiative; instead we can adopt a continuous and consistent approach. The ability to quickly prove our compliance status has even been instrumental in helping us to win business with new partners," said Pillay.

D&G has also been impressed by the customer service from SureCloud. "We've received an excellent service and a high standard of professionalism from the SureCloud team. They are extremely knowledgeable and responsive, and we've built a strong partnership to drive our GRC initiatives forward," added Pillay.

Looking ahead, the new EU cybersecurity laws present further challenges and standards that need to be met, as companies look at what assurances are in place for cybersecurity before doing business. Thanks to the certifications that SureCloud has helped D&G to achieve, the company is in a strong position to meet these demands.

About Domestic & General

Domestic & General provides more than 15 million customers with product protection for their electrical appliances, by offering extended warranty services for many UK and international brands in the manufacturing, retail and financial services sectors. The warranty process includes customer mailing, contact centres, repair networks, in-house administration, and claims handling. In addition to its native UK market, Domestic & General also operates in Western Europe, most notably in Germany, Spain, France, Italy and Portugal, as well as in Australia. For more information visit

www.domgen.com

Why SureCloud

SureCloud is a provider of cloud-based, integrated Risk Management products and Cybersecurity services, which reinvent the way you manage risk. SureCloud connects the dots with integrated Risk Management solutions enabling you to make better decisions and achieve your desired business outcomes. SureCloud is underpinned by a highly configurable technology platform, which is simple, intuitive and flexible. Unlike other GRC Platform providers, SureCloud is adaptable enough to fit your current business processes without forcing you to make concessions during implementation; meaning you get immediate and sustained value from the outset.

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