



## DFIN CASE STUDY

# How We Helped the UK's Largest Electric Company Save Time and Money on DSARs

Data Protect  
Solutions by  GUARDUM

UK  
Power  
Networks   
Delivering your electricity



CORPORATE SNAPSHOT

# Powering Britain's Homes and Businesses



**5,000+**

employees, UK Power Networks (UKPN) is the UK's biggest electricity distributor



**76,515**

gigawatt hours (GWh) of electricity is distributed by UKPN, about 29% of Great Britain's total



**8.3M**

homes and businesses across 29,250 square kilometers rely on UKPN for power



## CHALLENGE

# Quickly respond to DSARs as the COVID-19 pandemic redesigns traditional workflows

UKPN's goal was to reduce the time it was taking them to respond to a rising number of DSAR requests. Because data was widely dispersed across the organisation, the process of gathering the relevant data, especially emails, was inefficient. Responding to each request was very resource and time intensive. Additionally, they needed a solution that could be deployed in branch locations.





SOLUTION

# DSAR by DFIN Improves Efficiency and Lowers Spending

UKPN deployed Data Protect Solutions by DFIN. The DSAR software previewed the personal information intended for redaction even if the data was unknown at the point of search (e.g., names of staff). After seeing how easy it was to accurately retrieve the basic data, UKPN found creative ways to speed up the process, including customising patterns such as Trade Union membership which could further identify individuals and make the process faster and even more accurate.



**IMPROVES EFFICIENCY**  
56.7 hours saved per DSAR



**LOWERS SPENDING**  
157 days of productivity recovered annually



**OPTIMISES COMPLIANCE**  
47% improvement in processing times

### Appraisal form

Use this model form to record the issues discussed at an employee's performance appraisal meeting.

Employee's Name:	████ Jones
Job Title:	████
Department:	Finance
Start Date:	████
████	████
Date of Meeting:	████
Current Performance	
Objective/competence 1: <i>This section should be used to record discussion on the key areas of the job, and include a summary of achievement against the objectives that have been previously agreed.</i>	
Fred had met all key objectives since his last review, but he must ensure that the cost reduction initiative is completed by October 2020.	

### PII Gr

Fred Jones

CFO

15 April 2020

Manager

### Upload File

Fact or Opinion.ppt

Fred Jones Appraisal 2020.pdf

Fred Jones CV.docx

Fred Jones CV.pdf

Freelance Contract.eml

Sales Agency Agreement.xlsx

Upload

Text Redactor

Protect File

████ had met all key objectives since his last review, but he must ensure that the cost reduction initiative is completed by █████



“

DSAR by DFIN has really helped us with our process when it comes to DSARs. It has reduced the amount of time a DSAR takes and also the resources required. The software is very easy to use, which is very beneficial when it comes to training others and it produces statistics to assist us with highlighting the work involved with DSARs. The team has been brilliant in assisting us and ensuring we use the software to its full potential. They are so friendly and always looking for feedback to improve the software. It is a pleasure working with them.

**KAREN MURPHY**

HR Reward Advisor & Data Champion

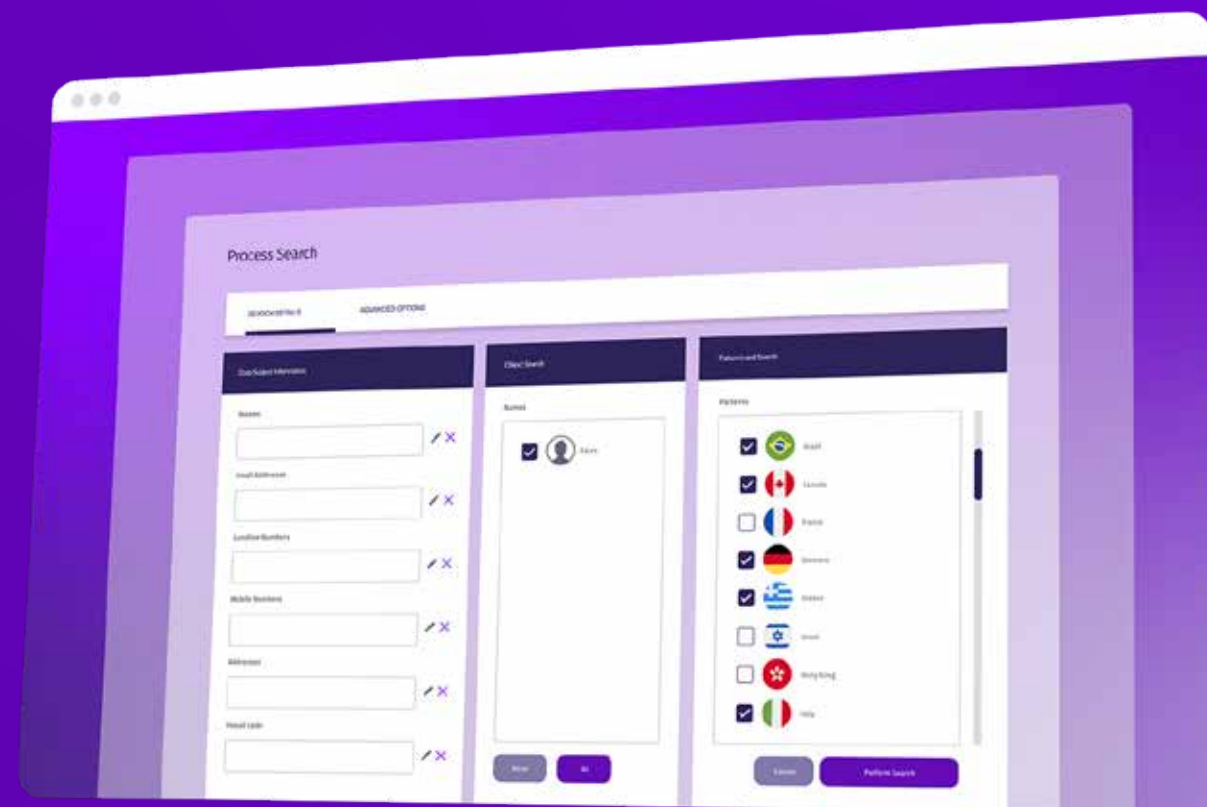






# Conduct hundreds of hours of human work in seconds.

DSAR by DFIN is the only product on the market that fully meets the DSAR data processing challenge. It semi-automates the finding and redacting of personal identifiable information (PII) within the 30-day deadline.



## STREAMLINES DSAR WORKFLOW

Finds and redacts PII within mandated deadlines



## DISCOVERS MORE DATA

Finds unknown, forgotten, hidden, and relevant information



## SECURES PERSONAL DATA

Protects data against compromise during sharing



## ELIMINATES FILE CONVERSIONS

Protects native files without conversion to PDF formats



## AUTOMATES DATA REDACTION

Removes relevant information with minimal intervention





# Get in touch

**[DFINsolutions.com](https://dfinsolutions.com)**

35 West Wacker Drive  
Chicago, Illinois 60601  
United States  
+1 800 823 5304

APAC: +852 2522 3803  
EMEA: +44 203 047 6100  
LATAM: +55 11 3031 6327