

itpeers

CASE STUDY

 datapeers

 **VICTORIA** 
Uma empresa do Grupo Segurador **SMA**

19TH JULY 2023, PORTO

In the context of internal compliance with the General Data Protection Regulation (GDPR), **VICTORIA SEGUROS** challenged **ITPEERS** to implement its **DATAPEERS** solution for anonymizing personal data in a coherent and transversal way across the various business applications that support the insurer's activities.



THE PROJECT

Preceded by a proof of concept based on a requirements sheet defined by the audit team, which made it possible to assess the suitability of the solution and its ability to respond to the high volumes of data that would have to be processed.

As a result of the success of the proof of concept, progress was made towards the complete implementation of the solution, which focused on three business databases.

The challenge posed by **VICTORIA SEGUROS** focused on **FIVE MAIN OBJECTIVES:**

01 DATA ANONYMIZATION

In view of the requirements for the anonymization of personal data, present in its databases supporting internal development projects, identify all fields where they potentially reside.

02 MASKING STRATEGIES

For each field, develop appropriate masking strategies that would guarantee compliance with the GDPR, and ensure quality and coherent data between the different environments at VICTORIA SEGUROS.

03 RULES CONFIGURATIONS

Configure the rules in DATAPEERS and produce fully functional databases, integrated with each other, and with all personal data properly masked according to the identified requirements.

04 MASKING TIME

Given the enormous size of some data tables, DATAPEERS should be able to mask them within a few hours, so as not to interfere with normal environment refresh routines in the context of ongoing projects.

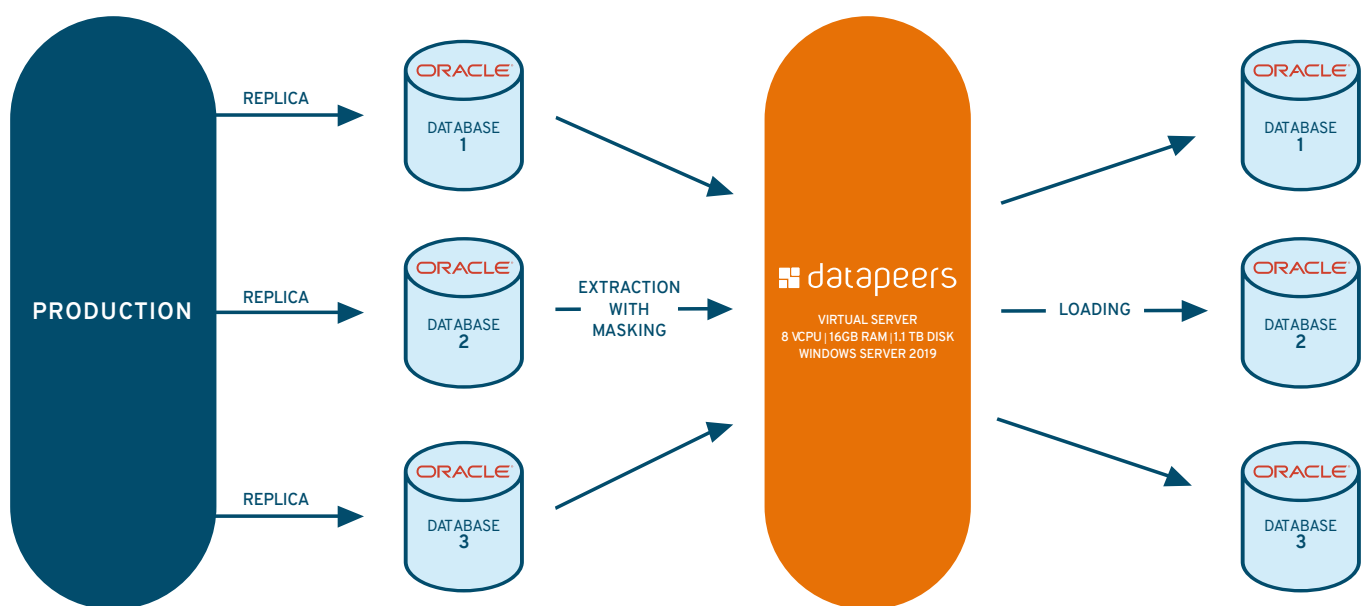
05 ENVIRONMENTS INVOLVED

Being able to deal with all the specific characteristics of the various applications supported by the environments involved.

DATAPEERS

was the solution chosen
by **VICTORIA SEGUROS**

to address its internal needs for anonymizing personal data and protecting other sensitive data, in the context of its internal compliance with the GDPR.



THE ARCHITECTURE OF THE IMPLEMENTED SOLUTION

The project took several months, following the standard methodology recommended for **DATAPEERS** projects.

01 KICK OFF

02 SETUP

Installation of the Datapeers server and its infrastructure.

03 CONFIGURATION

A ANALYSIS

Identification of the fields and masking to be implemented.

B IMPLEMENTATION

Masking configuration in DATAPEERS.

C UNITARY TESTS

Data validations to ensure that the requirements were correctly met by the product; possible configuration corrections and retests.

D ACCEPTANCE TESTS

Application tests on masked databases.

04 CREATING ENVIRONMENT

Creation of a masked joint environment with interconnected databases.

05 TRAINING IN THE SOLUTION OPERATION

06 CONCLUSION

Given the duration and size of the project, the inherent complexity of the data models, the multiple interconnections between different databases and the enormous volume of information to be processed, it was necessary to effectively respond to several challenges, among which we highlight the following:

- a) Some databases come from legacy applications that were migrated to a new solution. This process introduced some inconsistencies in the original data that were detected and had to be addressed by DATAPEERS.
- b) Very high number of masking, which resulted in a corresponding degree of configuration requirements and tested DATAPEERS' ability to respond to large processing loads, given the need to meet execution times.
- c) The complexity of some masking rules led, with a strong involvement from the team even from an early stage, to determine the development of a new functionality that will be incorporated in the next public release of DATAPEERS.

DATAPEERS
IMPLEMENTATION
PROJECT
RESULTED IN
IMPORTANT
BENEFITS
FOR **VICTORIA**
SEGUROS

COMPLIANCE WITH THE GDPR

by ensuring the masking of all fields containing personal data, the standard's requirements in terms of anonymization and auditing are automatically fulfilled.

GENERATION OF INTEGRATED ENVIRONMENTS

made up of several perfectly interconnected business applications, as a result of the application of common data anonymization rules.

MASKING BY AUTOMATIC AND SYSTEMATIC RULES

possibility of masking data through rules, some associated with the business, in a systematic, replicable and autonomous way for VICTORIA SEGUROS.

ENVIRONMENTS WITH QUALITY DATA

DATAPEERS was able to correct small anomalies, ensuring maximum quality non-productive environments for use by project development teams.

REDUCTION IN THE EFFORT ASSOCIATED WITH THE CREATION AND MAINTENANCE OF ENVIRONMENTS

by providing a graphical and integrated environment where all operations are carried out, the entire process of refreshing data is made much easier, minimizing or even eliminating the direct intervention of DBAs.

REDUCTION OF TIME ASSOCIATED WITH CREATING NEW ENVIRONMENTS

which allows for more frequent refreshes, taking advantage of the parallel processing potential of the product that can process high volumes of data in a fraction of the time that a manual process would take.

DURING THE COURSE OF THE PROJECT NEW FEATURES WERE IDENTIFIED

some aimed at the insurance area, which will be incorporated into future DATAPEERS releases.

VERY CLOSE WORK AND CONSTANT COLLABORATION

with the VICTORIA SEGUROS Information Systems team was a determining factor in the success of the project.

IN A COMPLEX ENVIRONMENT LIKE VICTORIA SEGUROS

it was necessary to have flexibility and technical capacity to respond effectively to the multiple situations encountered, representing a clear advantage for the Customer to be able to count on the direct involvement of the product manufacturer.

AS WELL AS FOR
DATAPEERS AND
THE **ITPEERS**
PROJECT TEAM

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The project to optimize the process of creating coherent test environments that centrally ensure the application of the same masking rules for the various business applications was a challenge that took several months to complete. There were performance challenges, the creation of new rules, the elimination of existing inconsistencies and the use of several different technologies. But the collaboration with ITPEERS allowed us to progressively overcome all the challenges, successfully, and always in a spirit of collaboration and mutual help that we greatly appreciated.

Additionally, the features of the DATAPEERS product allow us to consider moving forward in the future with a project to optimize the volume of data in non-productive environments using the same ITPEERS technology.”

João Borbinha | IT Director at VICTORIA SEGUROS

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This project was particularly important for ITPEERS, both because of the technical challenges we faced, and which tested the full potential of DATAPEERS, and because it was the first project for a large Portuguese insurance company. An enriching experience that consolidated our experience and knowledge in dealing with this important market sector.

We are grateful to VICTORIA SEGUROS for the trust they have placed in the quality of our product and in the technical capacity of our company, as well as for the constant support they have given us throughout the project, without which we would not have been able to achieve this success. We continue to work in partnership with VICTORIA SEGUROS to develop new capabilities for DATAPEERS, thus making it an increasingly complete, robust product with proven results in the insurance sector.”

Jorge Duarte | ITPEERS CEO

As a result of the success of the implementation project, VICTORIA SEGUROS plans to carry out quarterly refreshes with data masking of its non-production environments.

This process will be conducted directly by the VICTORIA SEGUROS' Information Systems team (depending on the transfer of knowledge carried out during the project) with second-line support from ITPEERS technical services. It is also planned to develop a new DB2 connector for IBM POWER System i to fully cover the needs of VICTORIA SEGUROS. This connector will then be made publicly available.