Using data discovery to restore trust in the aftermath of a breach

How BSI's digital forensics team conducted an extensive investigation for a multinational manufacturing firm, to deliver post-incident assurance and support ongoing incident reporting.

Brief

Our client, a large, a large multinational conglomerate with a turnover of close to €1billion, suffered a data breach that required immediate investigation to understand the scope, scale and best response to protect the organization, and the data affected. The client engaged with data governance experts within BSI's digital trust consulting division, to deliver a comprehensive solution.

Benefit

Our team used in-house expertise combined with RelativityOne, a leading e-discovery tool, to support a thorough investigation on behalf of the client. This investigation provided clarity and around the scale of the breach, and an understanding of the volume of personal data that could have been compromised.

Furthermore, the client was equipped to use the information to support post-event reportingline with GDPR requirements to the relevant in-market supervising authority. RelativityOne allows BSI eDiscovery consultants to collect data directly from the source of a potential breach, enabling a quick and thorough process. The process of digital investigation facilitates a review of communications or files in context, allowing for a thread of conversation across multiple channels, file types, and documents.

Contact us

International
Call: +44 345 222 1711
Email: digitaltrust.consulting@bsigroup.com
Visit: bsigroup.com/digital-trust-uk

US
Call: +1 800 862 4977
Email: digitaltrust.consulting.us@bsigroup.com
Visit: bsigroup.com/digital-trust-us

“Digital forensics experts in our Data Governance team can quickly help a client quantify the scale of a breach and establish corrective measures, alongside internal teams, to restore trust”.

Conor Hogan, Global Practice Director – Data Governance, Digital Trust Consulting Services, BSI

Challenge

The client suffered a confirmed data breach and needed to investigate the affected data as soon as possible. Part of the client’s data estate was exfiltrated (the process of a malicious act to remove data when unauthorized to do so) to external data hosting platforms. BSI’s eDiscovery experts were asked to quantify the amount of personal data stored on the breached servers, whilst understanding the type(s) of personal data involved and specifying who owned it. In the event of such a breach, it remains a requirement of the EU GDPR legislation to report this to the relevant supervising authority.

Solution

BSI’s accredited RelativityOne eDiscovery consultants delivered valuable insight and enabled the client’s IT team to upload 17 TB of data from the breached servers to RelativityOne’s staging area. Our expert team then processed the data to remove irrelevant documents that were deemed unlikely to hold any personal data (such as drawings and software programming files etc.) Our team then adopted a range of tactics including keyword searches, analytics features and regular expressions to identify the personal data within the deduplicated set of documents processed, and then submitted findings to the client.

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Why BSI?

BSI was chosen to conduct this investigation for the client due to an ongoing relationship with in-house experts, specifically our Cyber Risk Advisory and Data Governance services. In this case, the client’s internal team worked closely alongside the BSI Digital trust team, to deliver a comprehensive solution for their employer.