

# How can you find **meaningful insights** faster, more accurately, and more cost-effectively?

# LDMglobal

At LDM Global we can help you **Find Facts Faster.**

## CASE STUDY

US clients (Insurance Company and Consulting Firm) that support enterprises after a data breach

## CLIENT CHALLENGES

Our clients help their corporate end clients after a data security incident by identifying and sending notifications to individuals affected by the potential breach of Personal Identifiable Information (PII) and Protected Health Information (PHI).

### The challenges in these situations are:

- There has been an incident of unauthorized access to emails or a server
- Risk of unauthorized data transfer, data exfiltration
- Urgent need to notify clients' customers their information has been compromised
- Unpredictable document volumes requiring rapid scalability
- Emphasis on protecting all proprietary information

## LDM GLOBAL SOLUTION

A dedicated Cyber Incident Response (CIR) team of 100+ data analysts, legal, quality control, and management associates was established.

We rapidly and accurately identified and extracted PII and PHI from the data-set to create an organized and de-duplicated Notification List for the end client.

Proactive communication, multiple validation checks, and a Daily Status report ensured that the client was always aware of the delivery timeline and service delivery quality.

The data suspected of being breached was reviewed in LDM global's ISO 27001 certified operations center.

The data set included the normalization of data-dense spreadsheets, requiring Mass Data Entry (MDE).

Reviewed over 1 million documents, identifying customers and employees that needed to be notified their PII and PHI was breached.

## CLIENT BENEFITS



**Substantial cost savings** for the client compared to US-based resources delivering the work.



In-house client resources had more time to concentrate on **higher-value project tasks**.



Met deadlines with a **fast turnaround time** that exceeded client expectations.



Established a robust and reusable process with **minimal start-up delay** for future scalability.

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