

SUCCESS STORY

The Client - Berliner Volksbank

Berliner Volksbank eG is one of the largest cooperative banks in Germany which operates in the Berlin/Brandenburg region. The core business of this bank is the provision of customer services in one of over 110 branches or service centres. In addition to the retail banking business, the Berliner Volksbank eG strategically focuses on small and medium-sized businesses.

The Challenge

- Protecting sensitive company data against deliberate or accidental leakage in order to prevent economical damage, due to loss of reputation or customer trust
- Meeting regulatory and compliance requirements of the banking sector, such as minimum requirements for risk management (MaRisk)

Success Story NovaPath

Matthias Müller recaps the introduction of NovaPath at the Berliner Volksbank eG



Already in his previous role at the revision department of the Berliner Volksbank, Matthias Müller dealt with information and document security. As head of the IT organisation and CISO, data loss prevention became part of his day-to-day business. Due to the constantly growing threat of cyber attacks and data leakage from inside or outside the organisation, this topic has become his top priority.

Matthias Müller is focusing on a challenging target. How can sensitive company data be protected from deliberate or accidental leakage? Moreover, how can the risk of economical damage due to a

loss of reputation and customer trust, be mitigated?

Traditional security measures of IT system only work as long as the data is stored inside secured IT environments. The challenge is to continuously protect information that are exported from these systems or created elsewhere in the company. A solution had to be found, which is embedded directly into the document and which is able to protect information effectively, even when they have left the organisation.

Concept and Implementation

Due to the successful cooperation with M&H Group over many years, it suggested itself to contract a local IT and banking expert to develop the desired solution. M&H Novedia Finance is an established software house with many years of experience in developing individual software solutions for the banking sector. The result of this joint effort is the software product NovaPath which was developed in cooperation with the Berliner Volksbank and is now serviced by M&H IT-Security, a subsidiary of the M&H Novedia Finance.

The Approach

A protection requirement analysis provided the foundation for the assessment which data is particularly valuable and which measures have to be taken to protect it. These measures include the restriction of access permission, like revoking the right to read, edit or copy information.

In order to represent the security requirements of individual document classes, NovaPath provides configurable confidentiality levels that can be customised according to individual needs. Matthias Müller summarised the basic requirements as:

- Documents have to be classified directly when they are created.
- Protection mechanisms have to be embedded directly in the document.
- The protection must be resistant to outside manipulation.

The Challenge

One of the biggest challenges Matthias Müller faced, was the lack of awareness and acceptance of his colleagues that introducing such a solution was necessary. Concerns raised by the works council have been addressed at an early stage during the conception phase. As a result, the requirements and concerns regarding the central "logging of all processes involving a document" have been addressed appropriately. With the help of the logging function, a central inventory of all documents has been established. This enables the Berliner Volksbank to track and locate all sensitive files. Moreover, the central logging provides the capability to detect or investigate fraud.

First Steps and Prospects

Today about 2,000 employees at the Berliner Volksbank work with NovaPath on a daily basis and the acceptance level is very high. Every month more than 20,000 documents are classified. However, NovaPath is only the first step and provides the foundation for more advanced security measures – summarises Matthias Müller. Going forward the Berliner Volksbank is going to design and implement technical Data Leakage Prevention measures based on filter technologies and Digital Rights Management. According to Matthias Müller the M&H IT-Security will again provide valuable advice and support in this continuous project.

NovaPath – a future-proof solution

The product NovaPath has been developed in cooperation with the Berliner Volksbank and it has been continuously enhanced by the M&H IT-Security. It is now standard solution for information classification that is applicable to all industrial sectors. Moreover, the functionality of NovaPath has been expanded in order to provide a complete solution for document protection and e-mail security.



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DNr.: 180123
Stand 08/2018