



Newcastle Building Society
Newcastle upon Tyne, England
www.newcastle.co.uk

Industry:

Financial Services

Annual Revenue:

US\$269 million

Employees:

1,000

Oracle Products & Services:

Oracle Information Rights
Management

“Oracle Information Rights Management seamlessly integrates industry-standard lifetime protection for sensitive data into our existing working environment.” – Steven Gilray, Information Security Manager, Newcastle Building Society

Newcastle Building Society Protects Customer Data with Centralized Security and Retention Management

The U.K.’s twelfth largest mutual building society and the biggest based in the North East, Newcastle is an award-winning society with a reputation for first class service and innovative products.

Challenges

- Protect the confidentiality, security, and integrity of customers’ financial information that is shared with third-parties such as solicitors, valuers, government agencies, and the judiciary
- Enforce audit trail for sensitive data, even when used within applications, and authenticate sender and receiver identity
- Use internationally recognized industry standards to encrypt documents and ensure compliance with the Data Protection Act
- Avoid interference with normal workflows, both internally and within partner organizations, while sharing sensitive data
- Grant and revoke internal and external access rights centrally

Solution

- Implemented Oracle Information Rights Management to control access to and track policy documents, deeds, and financial statements both internally and beyond the firewall
- Benefited from industry-standard AES and RSA cryptography, software tamper-proofing, and screen-grab protection to prevent unauthorized viewing, forwarding, copying, or printing
- Gained ability to grant access centrally, revoke rights to documents or e-mails when content or user is no longer valid, and destroy confidential content remotely if required
- Leveraged Oracle Information Rights Management’s tight integration with desktop applications to give users seamless access via the toolbar in Microsoft Office applications
- Used Oracle Information Rights Management for around 5% of all customer-related documents shared with third parties
- Accelerated transactions by allowing authorized users to view highly sensitive material outside of the society’s premises
- Achieved ISO/IEC 27001 certification in recognition of implementing appropriate controls and procedures to prevent theft, misuse, or loss of confidential customer information
- Benefited from Oracle’s acquisition of Stellant and its commitment to continued product development in information rights management