

Global leader Experian pivots quickly to protect personal information.

SUCCESS STORY / FINANCIAL SERVICES / PROCESS AND CONTENT SECURITY



“ILINX Data Loss Prevention was the extra layer we needed to keep customer information safe during unprecedented changes.”

Information Executive, Experian

Strategic Initiative

Information services provider Experian needed to quickly shift operations to a remote model due to the COVID-19 pandemic. Regulations required the strict protection of Personal Identifiable Information (PII) despite the need to transition employees out of secure work centers. To stay in compliance, the company required a flexible but airtight method to restrict data access during dispute processing based on role, location, and user permissions.

Solution Plan

Collaborating with ImageSource to expand its existing ILINX platform, Experian implemented ILINX Data Loss Prevention (DLP) within its claims processing system. The modular solution redacts PII with an intelligent layer of protection that tailors to user role and location. Integration within Salesforce meant that agents could use the solution without additional training and security policies could be maintained without change.

Investment Return

The ILINX Data Loss Prevention solution supports the expedient shift to a safe, work-from-anywhere model while ensuring PII security. The ILINX solution allows Experian to maintain business continuity and meet regulatory timelines for dispute processing in a rapidly changing work environment.

ILINX DATA LOSS PREVENTION

Provide security at the document and content level while sharing in hybrid and work-from-home environments.

THE ILINX PLATFORM

A foundational process-improvement platform that empowers people and organizations to automate workflow, extract value, and intelligently share content securely and effectively.



Process innovation made easy.

ImageSource makes process innovation easy through advanced solutions built on ILINX, the world’s most flexible process-improvement platform, delivered by a team of experts committed to customer-partner success.