

Global Debt Registry Protects Consumer Information with Redact-It® Enterprise

Vertical Industry

- Financial

Functional Areas

- Compliance
- Customer Service

Company Facts

- Cutting-edge debt validation and turn-key media management services
- The only accounts receivable, title origination and media management company in the U.S.

Challenge

- Ensure comprehensive compliance and data security

Redact-It Solution

- Redact-It provides full suite of personal privacy macros to automate mass redaction

Many financial institutions buy and sell corporate and consumer debt on the global market. During the transaction process, sensitive consumer account information is often transferred between buyers and sellers. Both parties have a need to ensure highly sensitive consumer data is exchanged in a secure manner.

Compliance Standards

Financial institutions comply with a number of standards and regulations, including the Payment Card Industry Data Security Standard (PCI DSS) which is a worldwide information security standard created to advance consumer account data protection, and the Gramm–Leach–Bliley Act (GLBA) which specifies the requirements and responsibilities of the financial community to protect the individual’s right to privacy. In addition, some court systems require certain consumer privacy material and account information be redacted prior to submitting it as evidence.

Secure, Automated Redaction

One company facilitating the secure transfer of debt portfolios and documentation from sellers to buyers is Global Debt Registry (GDR). “We transfer quite a bit of documentation from large credit card issuers and debt buyers,” said Bruce Gilmore, Chief Information Officer for GDR.

Encrypting all data being sent to and from the registry, GDR offers a security model designed from the ground up to be PCI DSS-compliant. GDR also offers secure, efficient redaction services to its clients.

When helping one of its clients deal with a large redaction project recently, GDR deployed Redact-It® Enterprise by Informative Graphics Corp. for automated redaction. “Our client had purchased a sizeable portfolio which contained documents which needed redaction,” said Gilmore. “And we extrapolated that to be about three pages per document. So our client was actually looking to redact about 300,000 pages.”

Using Redact-It, GDR was able to easily and automatically remove—and thus, protect—account numbers. This helps ensure that GDR’s client is in compliance with PCI DSS and GLBA rules governing the protection of consumer privacy data.

Redact-It safely removes privacy information and sensitive content from virtually any document type, including PDF, TIFF and Microsoft Word and Excel. Users can redact individual documents on-demand in an automated workflow process or redact entire folder hierarchies as a batch process. Complex expressions can be used to automatically redact all instances of a phrase, name, Social Security number, phone number, account number, monetary amount and more. With Redact-It, users can also redact predefined zones on common image document types.

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(Cont.)

Before Redact-It, GDR's client had been redacting PDF files manually. They would open each PDF, and then individually redact and save each document. "When they were manually redacting, the client was doing all that heavy lifting," explained Gilmore. "They had four temps working full time just redacting those pages and preparing them. What took us about 48 hours to process and redact would have taken them a couple of months to work through," said Gilmore. Part of the process that Gilmore refers to involved setting up scripts within Redact-It.

"Credit card statements are somewhat consistent," said Gilmore. "There's a MICR-fonted credit card number that's actually stored on the credit card statement as an image, as opposed to text. Redact-It gave us the ability to orient to that redaction and mask it." (Magnetic Ink Character Recognition, or MICR, is a character recognition technology that allows computers to read information—such as account numbers—off of printed documents.)

Gilmore said that in addition to the zone-based script, they created an expression script to find the other portions of the document that had the credit card number stored as text. GDR scripted Redact-It to look for—and automatically redact—in-stances of 16-digit account numbers.

Accurate, Easy, Automated

By deploying tools like Redact-It, GDR is improving customer response time. "In the antiquated model, it took up to 90 days to process requests for documentation," said Gilmore. "What we're trying to do is accelerate that turnaround time by incorporating things like automated redaction."

In addition to accelerating workflow, Redact-It is easy to deploy. "A lot of the other platforms that I tested were either too simplistic and not able to handle the volume, or they were overly complex," said Gilmore. "We didn't have a terrible amount of time to get the thing working so we were definitely pleased with the simplicity of the [Redact-It] architecture."

With Redact-It, GDR has found an easy way to improve customer response time while still ensuring that consumer privacy information remains secure.