



DPDPA

Case study



EXECUTIVE SUMMARY

Client:

Leading Business Process Management Company

Industry:

Business process services and solution provider

Business Challenge:

Our client is managing the PII data of their finance and insurance customers. These customers are regulated by RBI, IRDA and SEBI. They are also required to ensure that they follow regulatory requirements themselves and enforce it on the data processor i.e., our client.

Approach/Solution:

Silverse divided the approach into 3 phases, starting with assessing business requirements and ending with findings & recommendations implementation and operationalize the compliance requirements.

Impact:

The incident response time reduced from 72 hours to 48 hours with a 25% cost reduction in data storage. The client can now confidently address data privacy requirements (breaches, grievances, etc.) and compliance requirements.

IMPACT OF OUR DPDPA SERVICES ON THE BUSINESS OF A LEADING BUSINESS PROCESS MANAGEMENT COMPANY IN INDIA

2X growth in service queries from existing clients

25% cost reduction in data storage

Incident response time reduced from 72 hours to 48 hours

Significant reduction in data leak risk emanating from long term data storage

Customer Satisfaction Index improved from 70% to 90%

Significant improvement in employee data privacy awareness

Our DPDPA service offerings



Our overall DPDPA service landscape encompasses advisory, implementation, and continuous operations for DPDPA, divided into independent modules for comprehensive DPDPA management.

- Project planning and gap assessment
- Policy, procedure, and top-level documentation
- Data mapping
- Data principal rights and consent management
- Data protection impact assessment (DPIA)
- Third-party contract documents
- Technical and organizational measures for data security
- Designing controls and test control effectiveness
- Implementation services
- Continuous operation

Experience

As a subsidiary of Silverskills, we bring **20+ years** of experience in value generation

By virtue of being a group company, we have the experience of transforming the business and digital processes of **Fortune 100 companies** and SMEs

Business Value

Enhanced customer trust for our clients resulting in business growth

Enhanced privacy posture resulting in new opportunities in global markets

Prevent future penalties due to augmented compliance