



BEATING THE CLOCK AND SECURING DATA

With a team of legal professionals ensuring compliance within stringent deadlines.

Abstract

For the purpose of enforcement of a new EU data protection regulation looming large, a \$12 Bn global consulting giant needed to ensure compliance for thousands of client contracts. Infosys BPM assembled a team of legal professionals who not only tackled the required complex changes within stringent deadlines, but also saved over \$80,000 on costs.

The IT consulting industry has gone through a substantial number of changes over the last few years. With the advancements in technology, the industry has found itself in a complicated balancing act of driving innovative solutions while confronting their aftermath in the global economy. Hence, it gets imperative for all the concerned enterprises to take a note of the extensive number of trends, and act upon the impact that they leave. This aftermath not only keeps the industry aware, but also enables the enterprises to know what may be waiting forward for them.

Infosys BPM's client is a \$12 Bn global leader in next-generation digital services and consulting, serving clients in 46 countries navigate their digital transformation journeys.



A new data protection law with substantial implications

In 2016, the European Union adopted the General Data Protection Regulation (GDPR) as a data protection and privacy law in the European Economic Area (EEA). The

regulation would apply to all enterprises regardless of location if they were processing the personal information of individuals inside the EEA. Non-compliance

would result in stiff fines of up to 4% of annual global revenue of the defaulting enterprise or €20 million, whichever was greater.

Racing against time

GDPR had implications for the client's data privacy and security standards, requiring improved data protection measures to limit the risk of any potential data breach. With the regulation becoming enforceable beginning May 2018, time was of the essence in ensuring compliance for over

thousands of contracts of the client across service lines involving personal identifiable data of European Economic Area subjects.

Reviewing and amending all the contracts within the stringent time frame available, involved significant costs in hiring UK

and European lawyers. To minimize these costs as well as to efficiently manage the complexity of the process, the client brought Infosys BPM's proven Legal Process Management (LPM) team on board to support their in-house legal staff.

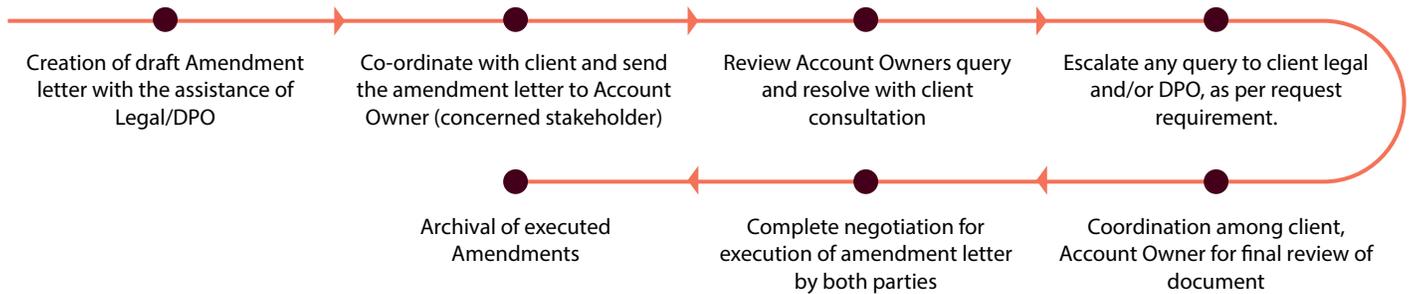
Getting the job done

To manage the client's transition into the GDPR regime, Infosys BPM setup a dedicated team of legal professionals with additional analytical skill sets who would be supervised by a UK-qualified legal expert. The team first underwent several

in-depth trainings on data protection laws and the new GDPR regulation.

The team then coordinated between the client's legal staff, its Data Privacy Officer (DPO), and other stakeholders to create draft amendment letters, resolve

stakeholder queries in consultation with end-customers, complete the negotiations for the execution of the contract amendment letters, and archive the executed amendments.



Through the above process, the team worked on tracking and significantly reducing lead times through instituting various mechanisms to remove non-value adding activities, reduce waiting times between stages, and reduce over processing through clear and standardized

communications.

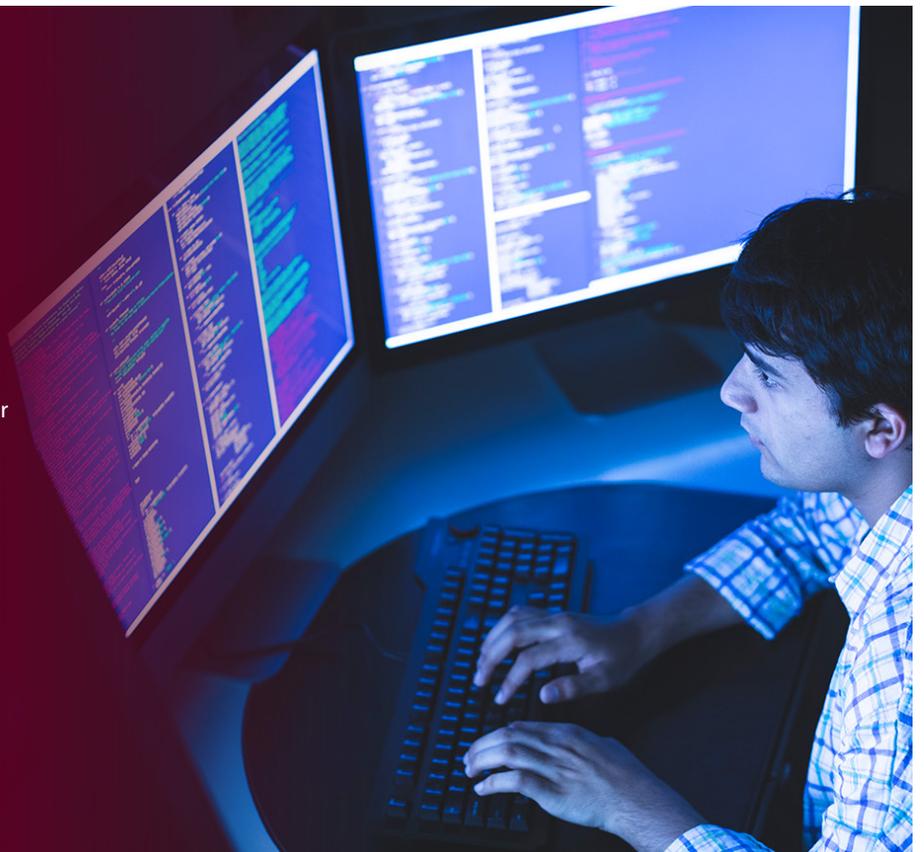
To further streamline processes, the team created a FAQ document to address commonly encountered queries from various stakeholders and maintained a tracker of addendum received and the negotiation steps involved. The team

also organized and maintained a detailed database of all the amended agreements including master services agreements, statements of work, and standalone agreements. Through the various stages of the process, Infosys BPM conducted regular audits to assess the compliance levels.

The victory lap

With Infosys BPM's help, the client was able to appreciably reduce the process times for contract amendments. With lead times reduced from 330 minutes to 130 minutes (60% efficiency), and the overall process for each contract amendment taking only 78 days against the earlier 98+ days, the client successfully met the compliance deadline for all its contracts well within time.

Further, the Infosys BPM team's innovative approach to deploying a team of Indian lawyers under the oversight of one UK legal expert as against hiring only European lawyers or engaging Big 4 consultancy firms, helped the client save over \$83,000 annually. Goes to show how a team of legal professionals can litigate the risks to solve most complex of challenges.



For more information, contact infosysbpm@infosys.com



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