A class of its own.

Austrian IT service provider Raiffeisen Informatik relies on data classification and Adobe Acrobat Pro DC to improve document security inside and outside the firewall.

RAIFFEISEN INFORMATIK

"The security features of Adobe Acrobat Pro DC combined with data classes have helped us mitigate security risks caused by inconsistent or insufficient document protection, without slowing down document processes in everyday business operations."

Othmar Schöller, Chief Security Officer, Raiffeisen Informatik GmbH

SOLUTION

Adobe Acrobat Pro DC within Adobe Document Cloud

RESULTS

Significantly improved **SECURITY** of PDF documents

Considerably **LOWER** data risk when working on mobile devices

Highly efficient document **WORKFLOWS** thanks to custom security controls

Raiffeisen Informatik

Established: 1969

Revenue: Approx. 2.4 billion euros (2016)

Employees: More than 3,000 (2016)

Locations: Vienna, Austria (headquarters), approx. 80 offices in more than 30 countries

www.raiffeiseninformatik.at

CHALLENGES

· Help ensure security of PDF documents used on mobile devices

· Provide document-level PDF safety

· Customize security features to corporate data classes

· Avoid impact on PDF quality and business operations

USE CASES

· Digital Workflows

· Administration & Control

· Collaboration

Raiffeisen Informatik employees interact with countless business documents on their computers and smartphones every day. Some documents are viewable to all employees, while others can be accessed by certain users only. It would be inefficient, however, to password-protect every single file or apply strict access controls. A carefully thought-out risk classification model, on the other hand, can strike the perfect balance between seamless business processes and effective data security.

This is precisely what Raiffeisen Informatik has accomplished by introducing sophisticated security controls for digital content based on data classes. With offices in 30 countries, the group manages the IT for large enterprises with more than 50,000 employees at home and abroad. In order to enable them to edit and protect their PDF documents anywhere and on any device, Raiffeisen Informatik relies on the powerful streamlined PDF tools provided by Adobe Acrobat Pro DC.

Leveraging Acrobat Pro DC to customize the protection of PDF documents

Members of the Raiffeisen IT team who create and edit documents use Adobe Acrobat Pro DC. Those who only view PDF documents use Adobe Acrobat Reader. "When we investigate new software solutions, we focus on leading products that are mentioned in Gartner's Magic Quadrant report, for instance, and meet the latest security standards. We don't go with just any market player," explains IT security expert and Chief Security Officer Othmar Schöller.

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Raiffeisen Informatik chose Adobe for several reasons: high-quality PDF files; reliable partner with decades of experience in document security; enterprise-class security features in the latest version of Acrobat Pro DC, e.g. password or certificate-based document protection and sender authentication using digital IDs; Protected Mode in Acrobat Pro DC—powered by sandboxing technology—which prevents malware attacks from affecting the company network; and the ability to create customized or company-wide guidelines for frequently used security settings.

Applying security at the document level

"Every day, employees and IT customers of Raiffeisen Informatik create and edit PDF documents on their smartphones, tablets or laptops—beyond the company's firewall," says Schöller. These capabilities allow them to work more productively. However, since it is difficult to protect documents once they are shared outside the document management system or firewall, additional security controls are embedded within confidential PDF files.

Password permissions set in Adobe Acrobat Pro DC can specify whether a recipient is allowed to open, print or modify a document. Alternatively, employees can use redaction tools to remove sensitive information from a file entirely if they need to use the document for less confidential purposes. These are just two of various options available with Acrobat Pro DC to protect PDF documents in line with the company's requirements.

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Some Raiffeisen Informatik employees need to add watermarks to documents or prevent documents from being printed on paper. "Many applications simply don't include the features we need for everyday tasks. But Adobe Acrobat Pro DC provides very easy and reliable ways to customise the protection of each individual document for a given purpose," emphasizes Schöller.

After all, important documents must be protected. Do all documents require the same level of protection, though? Not necessarily. Which is why Raiffeisen Informatik classified the degree of confidentiality of all relevant documents and created guidelines for its employees.

Grouping documents into four classes of confidentiality

Raiffeisen Informatik distinguishes four types of documents: "Public," "Restricted," "Confidential," and "Strictly Confidential". The classification roughly matches the model shown in the following table, suggested by Adobe in the *Define your data for better document security*[1] white paper.

Data classification	Definition	Examples
Public	Information that is publicly available to any individual without any implications for the organization	Information on the public website, advertisements, press releases
Internal	Information that is available to all regular employees and temporary employees but not for public release.	Internal employee directory data, some company news
Confidential	Information that is available to a limited set of employees and contractors on a need-to-know basis, as defined by the employee's role.	Memos, plans, strategy documents, contracts, client data
Private	High-value information. Unauthorized access to data in this class would entail substantial business or regulatory risks. Information in this class is available to a limited set of employees and potentially other specialized workers.	Personnel data, internal financial reports, confidential customer data, mergers and acquisitions information, non-disclosure agreements, business plans, insider information, regulatory information

SOLUTION AT A GLANCE

Adobe Document Cloud

 Adobe Acrobat Pro DC

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www.adobe.com/acrobat

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8th and 13th floors
United Kingdom
www.adobe.com/uk

"Public" documents can be accessed by all users inside and outside the company network. They include corporate brochures or general terms and conditions. "Restricted" documents include technical concepts and specifications. Management and budget-related documents are considered "confidential". Recordings of board meetings or due diligence audits are "strictly confidential".

Each data class is assigned a specific set of security controls, laid down in internal guidelines that help employees determine the level of confidentiality of a given document. May users transfer the file to a mobile device? If so, can it be used in any mobile app or only within a protected space on the smartphone? Raiffeisen Informatik's Mobile Device Management approach includes container technology that separates confidential files from other assets in the smartphone memory.

Employees can manually define security controls when they create or edit a document. Raiffeisen Informatik, however, plans to increase the level of automation. Adobe Acrobat Pro DC offers useful resources for this purpose. Organizations can pre-define so-called "actions" that support document security features, which can then be applied automatically by users. Actions can be made available to all users from a central location.

Adobe Acrobat Pro DC has become a trusted tool for all Raiffeisen Informatik employees, thanks to its usability and broad range of functionalities. "The security features of Adobe Acrobat Pro DC combined with data classes have helped us mitigate security risks caused by inconsistent or insufficient document protection, without slowing down document processes in everyday business operations," concludes Schöller.