



## How WHSmith is using DocAuthority to control its unstructured Data

### The Organisation

WHSmith, founded in 1792, is one of the UK's oldest and most popular booksellers, stationers and newsagents. They currently operate over 1,600 stores, primarily in the UK, including over 1,000 travel outlets and around 600 high street stores.

As a company, WHSmith prides itself on its handling of employee and customer data and data privacy which is why WHSmith engaged and partnered with DocAuthority.

"The DocAuthority Interface is simple to use, powerful and the way that the Artificial intelligence Engine categorises data into logical groups makes reporting on our unstructured data an easy process."

Rupert Barton | Project Manager

### The Challenge

With the EU's General Data Protection Regulations (GDPR) looming, WHSmith went to tender to find a suitable vendor who could help them with their Information Governance Program including the necessary workflows and controls associated with managing sensitive data across large unstructured data stores.

"The level of support and focus from DocAuthority has been outstanding. DocAuthority have bent over backwards to help us get the solution right."

### The Solution

WHSmith were looking for a tool that could discover and report on all their unstructured information. This would allow the organisation to address the EU's GDPR and Subject Access Requests (SAR) effectively within a given time frame.

Through a rigorous tender process, DocAuthority was chosen as the tool of choice to address all of WHSmith's Information Governance Program challenges. Not only does DocAuthority target, discover and report on all unstructured data, it also provides a data map and produces reports on last accessed dates, creation dates, file ownership, and access control. It puts control into the hands of the organisation and provides the capability and confidence necessary to manage all of the company's unstructured data, wherever it might be lurking.

WHSmith now have a much more intelligent view of their data.

"DocAuthority as a product is not only going to assist us in finding EU GDPR data (PII/SPI) information, it is also going to allow us to protect and manage it more effectively", said Adrian Male, IT Audit Manager.