

Case Study

Easing the burden of verifying vendor and partner GDPR compliance for an international U.S.-based company.



The Challenge

With the EU's Global Data Protection Regulation (GDPR) going into effect in May 2018, one of the world's leading U.S.-based rental and leasing companies wanted to ensure its vendors and partners were in compliance. It needed to verify that every vendor and partner company was securing and protecting all personal data that it had sent or received that could be subject to GDPR.

With hundreds of vendors and a vast network of 4,000+ retail locations across 180 countries, this was no small task.

The company had a disparate network of operations centers within separate business units, each individually responsible for keeping its own record of vendor names and contracts. There wasn't a centralized list of active vendors to contact to execute the new Data Processing Agreement (DPA) now required for confirming GDPR compliance.

Trying to handle this in-house would mean a tremendous effort in coordination, communication, outreach, resources, technology and costs that company was not fully equipped to efficiently manage in the short time frame required to be GDPR-ready.

Conduent reduced the company's costs by over 50%

“Conduent was able to meet our tight deadlines and greatly reduce costs associated with this type of project. Lacking internal resources, we typically engaged external legal counsel. Conduent provided us with a much needed alternative, great quality and service.”

– Business leader from a global transportation retailer

The Solution

Conduent hit the ground running, designing and managing an end-to-end outreach process for every one of the client's vendors and partners around the world.

- In short order, our teams were transmitting proposed DPAs initiating negotiation and seeing the process through to finalized executed agreement with each vendor and partner.
- In collaboration with the client and outside counsel, Conduent data privacy experts drafted the project playbook and initial DPA templates.
- We reviewed hundreds of existing contracts to identify additional non-GDPR clauses that should be amended and modified the DPA templates to include all proposed changes.
- Throughout the process, we managed vendor/partner responses to the proposed DPAs as well as internal responses from inside and outside counsel, operations and IT.
- To create a centralized compliance document repository, we secured and managed a third party data share site to maintain the original vendor/partner contracts and executed DPAs.
- After all DPAs were finalized with each vendor/partner, signatures were obtained to execute each agreement and uploaded into the centralized repository.

The Results

- By reducing the workload on our client's internal resources and outside counsel, **Conduent reduced the company's costs by over 50%**.
- Applying Conduent digital expertise and our Viewpoint Integrated Analytics technology, we were able to complete the entire process obtaining updated GDPR-compliant DPAs for the company's global vendor and partner network within the client's tight deadline.
- Using a sophisticated document management tool that shows customized status levels and identifies any bottlenecks, we provided real-time visibility of project status, metrics and milestones enabling the client to track the progress of every vendor and partner DPA.
- Our scalable workforce optimized resourcing and project costs to address the client's widely varied workflow volumes without impacting the timeline.
- The **client saved more than \$500K** versus trying to handle this internally, while gaining the assurance that all its vendor and partner agreements were up to date with current data protection agreements in line with GDPR mandates.

Visit our website to learn more about [Conduent Legal and Compliance Solutions](#) or call **1-844-ONE-CNDT** to connect with an expert.

