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José Luis Martínez Téllez
CIO
Logalty

logalty

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At a glance

Country: Spain
Industry: Legal services
Founded: 2005
Website: logalty.com

Challenge

Fujitsu helps organizations to comply with the European Union General Data Protection Regulation (GDPR). The new legislation will come into force in 2018, establishing new requirements for companies when it comes to storing, processing and analyzing the personal data of people in the EU.

Solution

Logalty's 24x7 services are supported by Fujitsu's professional services and technical resources, which help the firm protect its business-critical data and its customers' information while meeting strict security and quality standards. Fujitsu's services have helped ensure Logalty is ready to meet the requirements of the new EU legislation.

Benefits

- Encryption of company data and customer information ensures compliance with all national and international regulations
- 100% of data encrypted, including biometric
- Availability of professional services and technical resources to provide 24x7 support
- Ready to meet the new GDPR in the EU; mandatory from May 2018

Customer

Logalty was established in 2005 in response to Spain's Information Society and Electronic Commerce Act (2002), which began regulation of certified electronic notifications and electronic signatures of contracts, providing a legal guarantee for online transactions. "The internet is driving a digital transformation of society, companies, the public and public administrations. This has had a huge impact on the streamlining of the relationship between businesses and their customers, making them more direct and fully transparent," explains Martínez Téllez, CIO at Logalty.

Products and services

- Fujitsu Security Professional Services
- Fujitsu Managed Security Services
- Fujitsu IaaS

Online transactions require security and trust

Logalty is a trusted third party for online transactions, guaranteeing that electronic transactions are secure, unchangeable and valid in the eyes of the law.

Controlling signature methods and the technical systems used for signatures is a fundamental aspect of guaranteeing valid electronic signatures are applied to the correct documents and content. However, while electronic signatures are extremely important, it is even more important that they can be linked to the document viewed prior to signing. In transactions that require records to be kept as evidence, such as the signing of contracts, the transition from paper documents to electronic records involves the risk of going from a tangible format to electronic evidence. This must win the trust of the end customer.

"This new electronic evidence is highly volatile: it's just ones and zeros and what's more, it's unilateral, since the issuing party normally holds the information. This makes it easy to claim information has been tampered with, hence the need for trustworthy services from companies that can generate robust electronic evidence that stands up in court," explains José Luis Martínez Téllez, CIO, Logalty.

Encrypting and protecting data in a secure cloud

Logalty's 24x7 services are supported by Fujitsu's professional services and technical resources, which help the firm protect its business-critical data and its customers' information while meeting strict security and quality standards.

Fujitsu's security solution for Logalty includes a range of different services:

- Encryption of the company's data and its customers' information to ensure compliance with all national and international regulations.
- Protection of data for the outsourcing of services, regardless of location or supplier.
- Full control over the management of encryption keys.
- IT systems (including data) housed in a secure cloud.

"The information we store is increasingly complex. We were starting to see customers who were asking us to preserve level three information, which is not easily processed and stored. This meant that before we could store data on things like health, sex and religion, we had to review our security levels. Working with Fujitsu, we saw the need for a step forward in protecting information, encrypting all the information held by Logalty," remarks Martínez Téllez.

"Together with Fujitsu, we analyzed the different options on the market. We had two basic requirements for the solutions: they had to provide the highest possible level of security and couldn't interfere with existing processes. We can't allow our service to be interrupted or affected by their implementation," remarks Martínez Téllez.

Seamless integration means early compliance with regulation

"Not only did the encrypted solution recommended by Fujitsu integrate seamlessly into our current platform without having to change our infrastructure or applications but the deployment was also straightforward, with the service unaffected throughout. The system remained fully operational for the full duration of the process," says Martínez Téllez.

"When we began encrypting information, we thought it would create added complexity. In fact, quite the opposite: the transition has been straightforward."

Not only does the new solution mean Logalty complies with all current data protection standards like ISO/IEC 27001, but the company is now able to comply with the EU's new GDPR, which will be mandatory from May 2018.

"Although the solution was only needed for certain types of documents, we decided at the outset to apply it to all our data, not just the critical information covered by the standard. We have even included biometric data. We're already working on biometric voice solutions, and together with Fujitsu have started testing biometric palm prints," explains Martínez Téllez.

"Another advantage of the solution is the straightforward management and control it provides, in addition to the potential to expand our business to new customers, both nationally and from international growth."

"Logalty's relationship with Fujitsu has been perfect from the start. Fujitsu understands our business and has helped us grow," explains Martínez Téllez. "It's been much more than a relationship between customer and a supplier. The process has been a journey on which we have worked closely together. We're currently looking at changing the relationship with our customers. At present, many view Logalty as a service that gives rise to transactions and invoices. However, some customers want to have their own Logalty. The omni-channel platform we have developed with Fujitsu will help us develop this new market."

"We can rely on Fujitsu to support us in the certification process for all the standards in the European eIDAS regulation," remarks Martínez Téllez. "We can put our trust in Fujitsu."

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Telephone: (+34) 91 784 9000

Website: es.fujitsu.com

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