



# Customer Success Story



## No File Size Limitation

"The no file size limitation feature is a real benefit to us and in addition to this we have more control over which file types we allow to be sent to us, and by whom."



## Data Minimisation

"The data minimisation module does the hard work for us in enabling the removal or replacement of personal identifiers within a file prior to it being sent."

## W5 select Wizuda Compliant File Share as part of their GDPR compliance journey.

W5 is Ireland's leading full-service customer experience consultancy, enabling their clients to develop excellent customer experiences that distinguish their brand and create business growth. As Ireland's pioneers specialising in voice of the customer (VoC) measurement and use the internet as a research channel, W5 continue to lead the field in VoC and use the latest software and technology to power customer experiences.

### The Challenge

W5 faced the common issues many organisations are familiar with when it comes to sharing files between employees and externally with clients, Sarah McChrystal, Associate Director of W5 explains, "The data is frequently highly sensitive in nature, and ensuring a secure and compliant way to share this data is crucial for operational efficiencies and GDPR compliance. Due to the large file sizes, several methods can be used for sharing the data, so we sometimes may not have central visibility over our file sharing operations. We needed to find a user-friendly central file sharing option, through which we could streamline our file sharing processes, and be able to show our clients that their data is fully secure and being handled with the utmost care."



## Evidence Based Reporting

“The evidence based reporting allows us to demonstrate who internally has access to the files we receive. Any files we send now go through an authorisation flow approval process which is a major compliance benefit and safeguard.”

“Another challenge was the need to minimise data and remove personally identifiable information prior to sending. This had been a manual, time-consuming exercise but essential to our operations, so finding a solution that enabled us to do this in a smarter way was an added bonus.”

## The Solution

With Wizuda Compliant File Share, unlike standard email, users can send and receive unlimited sized files to internal and external parties securely and compliantly under GDPR; thereby removing the need for W5 to send files over email or other file transfer platforms. “Wizuda’s CFS empowers our organisation to share files compliantly and securely, which is something we wanted to make available to our clients. The no file size limitation feature is a real benefit to us and in addition to this we have more control over which file types we allow to be sent to us, and by whom. Another two features that have been a real benefit to the business are the data minimisation module, and the evidence-based reporting. The data minimisation module does the hard work for us in enabling the removal or replacement of personal identifiers within a file prior to it being sent, whilst the evidence-based reporting allows us to demonstrate who internally has access to the files we receive. Any files we send now go through an authorisation flow approval process which is a major compliance benefit and safeguard,” explained Sarah.

“We opted for the Wizuda hosted premium option as this meant it could be implemented immediately and we didn’t need to resource the maintenance of that which reduced our IT overheads, whilst getting the assurance of knowing our data resides within the EU, a key concern for us. The premium option also gives us our own custom domain and as standard the solution is custom branded, a feature we love,” added Anilkumar Anirudhan, Research Analyst at W5.

## About Wizuda

### Developing IT Solutions to Make Businesses Better

At Wizuda we focus on developing IT solutions which help businesses grow and empower people to collaborate and stay connected securely and compliantly. Specialists in secure data transfer since 2001, all development and support operations are carried out from our two Irish offices located in Dublin (Wizuda Headquarters) and Limerick. We pride ourselves in developing software solutions that allow organisations to take back control of their file transfer and data sharing operations, enabling them to operate efficiently, securely and compliantly.

