



# How one of the Largest Private Healthcare Providers in the U.K. Fulfills DSARs in Seconds

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If we use Varonis to search for DSAR information across the entire estate, the answer comes back in a matter of seconds. It has freed up a lot of internal resources.

## About this case study:

Our customer is one of the largest private healthcare providers in the U.K. We have happily accommodated their request to anonymize all names and places.



## HIGHLIGHTS

### Challenges

- + Answering a single DSAR took hours or even days
- + Enforcing least privilege on a single fileshare took weeks
- + Lack of visibility made it difficult to ensure patient and employee data was properly protected
- + Ensuring GDPR compliance

### Solution

The Varonis Data Security Platform:

- + Maps data access activity across file and email systems
- + Scans for and classifies sensitive patient data
- + Fulfills DSARs by quickly finding patient data

### Results

- + Fulfilled DSARs within seconds instead of hours or days
- + Data migration projects that used to take a year are now completed within weeks
- + Increased visibility into permissions and sensitive data
- + Compliance with U.K. GDPR

## CHALLENGES

### Completing DSARs within one month

One of the U.K.'s largest private healthcare providers is leading the way when it comes to quickly and efficiently fulfilling patient Data Subject Access Requests (DSARs) as mandated under GDPR.

For many large organizations, completing DSARs within the one-month time limit can be a herculean task. This used to be the case for the healthcare org (anonymous by request) as well. With thousands of users spread out across dozens of hospitals, each request took hours — if not days — to fulfill. As the Head of Security explains:

**“We have over 40 servers. Depending on the extent of the DSAR, we might have to search through each fileshare server manually.”**

If their Data Protection Team didn't know exactly what they were searching for, locating DSAR data could take an hour or more per server — and they might have to search through all 40-plus servers one by one.

But with Varonis, searching for patient data is a breeze.

**“We had no visibility over our unstructured data or permissions across the estate — until we purchased Varonis. Figuring out who owned what in a certain folder was a long, complicated, and manual process that could take weeks.”**

**“From a cybercriminal's point of view, we're a goldmine. We have lots of patient data, as well as employee data, financial information, medical files, and government contracts. Protecting all that data isn't a game for us.”**

# SOLUTION

## Varonis makes DSAR fulfillment easy

Varonis' unified Data Security Platform allowed the healthcare provider to find any file with personal data in seconds. The Data Protection Team could instantly surface and collect the information they needed for DSARs, right to be forgotten requests, or e-discovery.

Varonis also supports the company's data stores by mapping who can and who does have access to data across file systems. This high level of visibility makes it easy to change access control lists and enforce least privilege.

**"Varonis enables us to highlight all our permissions and discover where we have excessive access. It helps us make some smart decisions and take fast, decisive action."**

The Head of Security illustrates with an example: migrating data from an old fileshare server to a new one.

Transferring the data was a huge job, requiring the Data Protection Team to untangle file ownership, different access levels, and stale data. Before Varonis, migrating just three terabytes of data could take as long as one year.

With Varonis, data migration takes a fraction of the time:

**"We did another file transfer after Varonis, and it was super clear who had permissions, when they last accessed data, and who didn't need more access than read-only. We finished that file transfer in a matter of weeks."**

Varonis finds and flags sensitive data and helps the Data Protection Team determine which large remediation projects to prioritize. Fulfilling DSARs used to be like looking for a needle in a haystack. Now, Varonis helps the org find the information they need within seconds.

**"Before Varonis, carrying out those searches was quite intensive and the results we got were inconsistent. Sometimes you'd get a lot. Sometimes you'd get a few. It depended on your search terms."**

**"Now we type the name of the person into Varonis and use filters to narrow down our results and retrieve relevant documents quickly, even for patients with common surnames."**




Varonis' development team worked closely alongside the company's Data Protection Team to equip them with all the functionality they needed. Varonis' account team also helped the org ensure that critical files were properly indexed and added extra fields for more precise results.

**"The person assigned to our account is fantastic. Nothing is ever too much for them. Anything from a little advice, all the way up to helping us implement and get the most out of a new Varonis product. They're always happy to help."**

Varonis locates data risk across cloud, on-prem, and hybrid storage. A flat list of files matching a policy makes it impossible to prioritize risk and comply with privacy laws. Varonis provides a clear hierarchical view of which locations contain concentrations of sensitive and overexposed files.

With Varonis, healthcare organizations gain accurate classification results across petabytes of unstructured data with few false positives.



**"We can use filters to narrow down our results and retrieve relevant documents quickly, even for patients with common surnames."**



# RESULTS

## Completing DSARs in a flash

Varonis makes DSAR fulfillment fast and intuitive:

**“Before, doing searches for Data Subject Access Requests could take hours, sometimes days, depending on the amount of data. With Varonis and the indexing tool, it’s just like using Google: you type in a search term and all the information for that person comes up.”**

This fast and intuitive solution has streamlined and expedited DSAR compliance. It’s a night and day difference — an intensive task that used to take days now takes mere moments.

**“Even if we use Varonis to search for DSAR information across the entire estate, the answer comes back in a matter of seconds. It’s freed up a lot of internal resources.”**

But while GDPR compliance may have been the driving force behind the company’s adoption of Varonis, it’s just the tip of the iceberg. The Head of Security says that the best thing about Varonis is heightened visibility and access control.

Now, the Data Protection Team can tackle even complex projects, like migrating data to a new server, in a fraction of the time.

**“Varonis gives you the visibility you need — and it’s vast. When you’re fixing permissions manually, you might spend months fixing an area you think is high priority, only to be wrong. Having that overall visibility allows us to focus our attention on the higher impact areas.”**

Just as importantly, clear and actionable reports make it easy for the Data Protection Team to demonstrate the value of steps taken and facilitate buy-in with senior leaders.

**“In terms of reporting, Varonis gives you graphs and shows you where you were versus where you are versus where you need to be. It’s easy to see progress, or set and track goals.”**



# Your data. Our mission.

Varonis helps you find hidden sensitive data, right-sizes permissions,  
and streamlines GDPR compliance.

[Request a demo](#)