DataGrail

Reducing DSR Processing from Hours to Minutes

Introduction

Labster provides virtual science lab simulations and virtual reality training scenarios to universities and hospitals across the globe. For Labster, establishing consumer trust is a necessity. Labster chose DataGrail to create a comprehensive data privacy program to help them scale expensive manual processes to a single, automated, integrated solution.

Labster

Founded: 2011
Industry: E-learning
Location: Denmark

The Challenge

**Building a worry-free, automated data privacy infrastructure across a global organization**

Labster managed data privacy compliance via an outside counsel for their first 10 years. But as the data privacy landscape has evolved over the past few years, Labster determined that they needed to hire an in-house legal counsel to achieve their data privacy and strategic growth goals. John Pothier, joined Labster in 2020 as their Senior Corporate Counsel & Head of Legal to manage and grow their data privacy and security practices. John immediately identified the need to bring in a data privacy partner and selected OneTrust, the vendor he had used at his prior company.

Nearly one year into the partnership, OneTrust was not delivering on Labster's two core needs, data monitoring and visibility into applications being used across the organization. The Labster team was also unhappy with OneTrust's workflow, finding it hard to use.

Data visibility is critical to Labster's ability to run its business as it needs to monitor data usage and sharing across hundreds of partners. The only visibility Labster had into data usage across partners required the team to manually add the applications. With offices across the globe, manually tracking and adding those organizations to the tool was nearly impossible and created significant data privacy and compliance risks for Labster.

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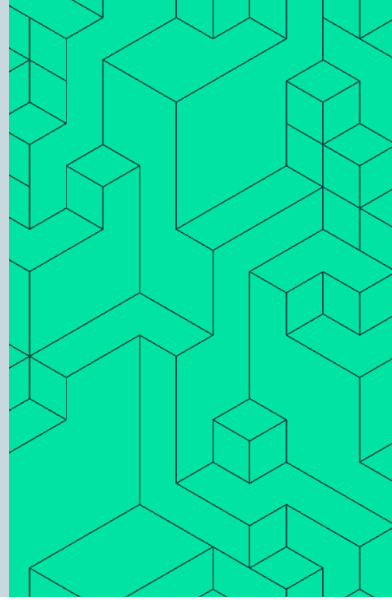
Labster decided to evaluate other vendors, looking for a partner that could provide visibility into data usage across applications, automate data discovery and mapping capabilities to spare the team unnecessary manual tasks, and operate both fast and easily to give the team peace of mind.

The Solution

360 degree visibility, data discovery automation and app integrations

Labster selected DataGrail due to its integration network, ease of setup and use, and the ability to identify and map connected systems and the personal data that lives within each system. This visibility and automation gave Labster a more robust view of their data privacy risk, enabling John and his team to prioritize their efforts on the most important tasks (faster and easier than before) and stay a step ahead of potential problems.

"Basically, [with OneTrust] we had no real visibility into what applications we were using outside of just our budget documentation and IT management personas," Pothier noted. "With DataGrail, the team was able to identify all the 'little add-ons' that someone might be using, getting a clear picture of overall data use and stamping out any undue risk."

While Labster is early in its data privacy program, DataGrail has proven a critical partner to lay the data privacy and management foundation necessary to protect the organization and its customers as they continue to grow.

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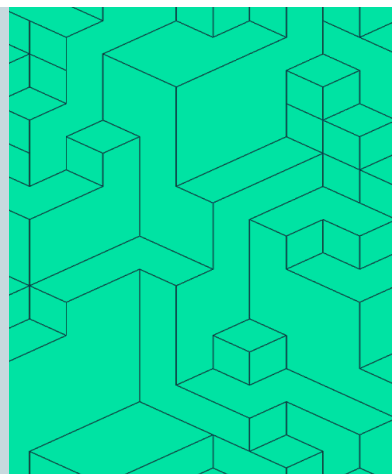
The Results

From three people and three hours for each DSR request, down to one person processing each request in minutes.

As they usher in an era of growth, having the right data privacy partner has proven essential for Labster to layer in additional processes and systems. With its recent SOC 2 initiative approval, the organization has been undergoing compliance and control updates and implementations.

Labster employees are feeling this impact across the organization. Labster's legal, IT, security, and marketing teams all use DataGrail. While the direct applications have the most visible impact on legal, IT, and security, Pothier noted that DataGrail even alleviates mental capability for the revenue marketing and finance teams. And, DataGrail has improved these teams' productivity, saving them 2+ hours a day managing data privacy that they can now spend more effectively.

With the switch from OneTrust to DataGrail, Labster has been able to reduce the hours they spent managing data privacy – from three team members and three hours per DSR with OneTrust to one person and mere minutes. There has been a significant decrease in hours needed with DataGrail — Labster has reallocated these freedup hours to strategic business initiatives supporting its growth.

"Labster is better suited now than ever to meet its compliance goals, and DataGrail is a key component in understanding our data processing activities, customer and internal impact, and overall helping visually manage our risk.

Having that visibility on a day-to-day live mapping perspective has actually allowed me to sleep better at night."

Labster

John Pothier,
Senior Corporate Counsel & Head of Legal

Take a self–guided tour of DataGrail to try it for yourself

TAKE TOUR