



BigID Customer Story:
How Telenor Manages Their Data & Builds Customer Trust with BigID

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The Challenge

Telenor needed an automated solution to manage their data, comply with privacy regulations like the GDPR, and understand and protect their business data.

When GDPR was implemented, they were running data rights requests manually - and soon realized that checking a box and relying on questionnaires & manual routines wasn't enough: with the sheer volume of data they manage, the increased risk of fines, customer complaints, and security vulnerabilities required an automated solution.

They needed to:

- **Easily find, inventory, and manage** customer data for millions of customers
- **Automate privacy requests and deletion** handling to fulfill data rights requests and right to be forgotten requests
- **Fulfill audits** to prove compliance
- **Demonstrate to customers** that they put security and trust first

As a highly regulated industry, Telenor needed a solution that doesn't rely on internal governance or questionnaires - but one that could solve customer problems, address regulatory demands, and address the evolving threat landscape.

"We needed to automate processes and data management across systems for the data of a few million customers: from prepaid customers to mobile to broadband, that's a lot of systems and data.

BigID was the one solution that did this in the most efficient and sophisticated way - and had more use cases we could add on moving forward."

- Peter Wigren, Privacy Ambassador - Telenor



The Solution

Telenor turned to BigID to address their data landscape complexity, automate their privacy requirements, fulfill data rights requests, achieve compliance, and demonstrate to their customers that they're handling data in a secure way.

"Telephone subscription is used for everything these days: it's not just speaking with friends and family, it's an integrated part of every human life at this point. Trust is super important, you need to prove that you're doing this in a secure, sensible way."

That's why we thought we needed something to show that we do it in a serious way - not just checking a box, but going deeper: BigID's platform lets us do just that."

With BigID, Telenor is able to:

Automatically find business data: Telenor uses BigID to efficiently and automatically find customer data without relying on manual questionnaires - they're able to find, manage, and secure their business data - including customer data - across structured and unstructured data stores.

"We needed something that could find information, and we didn't want to rely on internal governance or questionnaires. It needed to be efficient - we don't have unlimited people and resources to handle this, we run as a small maintenance organization.

We needed a tool that could find the data on its own, and that tool is BigID."

Automate privacy requests and GDPR requirements: Telenor uses BigID to easily data rights requests, data deletion handling requests, and process these requests at volume and accurately. Customers can easily request their data be forgotten, correct their data, and gain transparency into how Telenor handles their data.

Achieve compliance & fulfill audits: The team can easily search and scan for the data they need across a lot of systems and data with BigID, addressing a complex environment with inconsistent data quality.

"We want to solve customer problems and regulatory demands - we want to focus on the business and have a partner like BigID to focus on the tech. We wanted a partner that understood what we're doing and can help us - and that's been working well from the start, and been working really well for the last three years."

Companies who use BigID are showing that they're taking data seriously."

About Telenor

Telenor Group is a leading telecommunications company across the Nordics and Asia with 209 million subscribers and annual sales of around NOK 81 billions (2023).

Telenor is committed to responsible business conduct and driven by the ambition of empowering societies. Connectivity has been Telenor's domain for more than 165 years, and our purpose is to connect our customers to what matters most.

About BigID

BigID enables security, compliance, privacy, & governance for all data, everywhere. BigID is enterprise-ready and built to scale: enabling a data-centric approach to comprehensive cloud data security & DSPM, accelerating compliance, automating privacy, and streamlining governance. Customers deploy BigID to proactively discover, manage, protect, and get more value from their regulated, sensitive, and personal data across their data landscape.

BigID has been recognized for innovation as a 2019 World Economic Forum Technology Pioneer; named to the Forbes Cloud 100; the Inc 5000 for 3 consecutive years; the Deloitte 500 for 3 consecutive years; Market Leader in Data Security Posture Management (DSPM); Leader in Privacy Management in the Forrester Wave; and an RSA Innovation Sandbox winner.

Know Your Data, Control Your Data.

Data Security • Compliance • Privacy • Governance

Reduce risk, accelerate time to insight, and get data visibility and control across all your data - everywhere.

See the BigID difference at www.bigid.com

“ Tools like BigID are the future.

Organizations should be leveraging these tools to remove the manual processes from data discovery, provide better visibility, and help with prioritization of controls.



Ryan O'Leary

Future of Trust: Battling Data Discovery Confusion