

## REFERENCE



# ROLAND RECHTSSCHUTZ-VERSICHERUNGS-AG

## Anonymization of test data: Ensure EU GDPR and maintain consistency

**Industry**  
Insurance

**Software**  
Linux  
Libelle *DataMasking*

**Hardware**  
Cloud (Telekom)

**Application**  
SAP® ERP System 6.0 EHP 7  
with FI, CO, MM, AA, SD, FS  
as well as CD, business appli-  
cations ICIS, Rana and DSS

2022

### CHALLENGE

Insurance companies manage millions of customer data. ROLAND Rechtsschutz-Versicherungs-AG runs systems for services and internal applications for analyses as well as specialist applications for claims processing and business processes with customers. No real customer data may be used on these test and development systems, as this would violate the GDPR.

### SOLUTION

Libelle *DataMasking*

### SUCCESS

ROLAND Rechtsschutz-Versicherungs-AG can anonymize data across the group and across applications in compliance with GDPR. For all applications, the files concerned can now be handled in such a way that, for example, no real names of customers are being used in an audit or in analyses, but the function remains guaranteed.





# The cross-application approach beyond the SAP environment speaks for Libelle **DataMasking**

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ROLAND Rechtsschutz-Versicherungs-AG is the parent company and internal IT service provider of all other companies in the ROLAND Group as well as the legal protection partners of AXA and Gothaer Versicherung as well as other insurers.

International partners exist in Austria, Italy as well as the Nordic countries. Whilst in Germany the clientele includes private individuals and companies, the foreign branches mainly serve companies with legal protection matters.

However, the ROLAND Group not only insures the legal protection of millions of customers. Through its subsidiary ROLAND Assistance, it also provides the services of a roadside assistance provider. The ROLAND Group has around 1,400 employees, about 850 of whom work at the headquarters in Cologne, where the IT department is also based. Competence and solution orientation are as much a part of the ROLAND Group's values as openness to innovation and team spirit.

## == Challenge

### **Anonymization obligation affects every data set - sooner or later**

ROLAND Rechtsschutz insures around 1.8 million customers. All of these data sets must be anonymized in their life cycle, for example for analyses or auditing measures and, of course, whenever the data is copied into the SAP test systems, for example. The group IT department recognized early on that test systems with real data from customers would violate the regulations of GDPR.

Things get quite interesting when data from Assistance's roadside assistance orders enters the system. The Assistance is increasingly supporting customers with e-bikes, because a flat tire can no longer be repaired easily on the side of the road. Names and geo-information are then also exchanged between the Assistance and the breakdown service partner carrying out the repair. This information is later entered into the ROLAND Group's systems. They have to be compared with the master data of the insurance

contracts and transferred to the business processes that process them further. Later, the contracts are being checked and services are billed. The data records are also used for audits. But not all personal data is needed for every business process. However, the GDPR requires purpose limitation or a declaration of consent. Therefore, it is right and important that the ROLAND Group always anonymizes the data records if no personal data is required for the respective process.

But anonymization can be challenging. Simply deleting tables or certain table fields that contain sensitive data carries a risk of error. Programs that expect columns with names and addresses, for example, risk crashing if they are missing or contain only special characters. Just as unfavorable is overwriting the data with sequences of digits from the random number generator, the so-called hashing procedure. A function that expects alphanumeric data but only receives digits will then possibly report an error. The best way, therefore, is to replace personal data with information that is semantically and syntactically equivalent to the original data.

„Data from many areas of daily business converge in IT systems. At some point, personal data must be anonymized for each data set,“ Alexei Weber describes the situation: „Before Libelle **DataMasking**, there was no cross-company solution that supported us in anonymization. But the GDPR forced us to act.“

## == Solution Approach

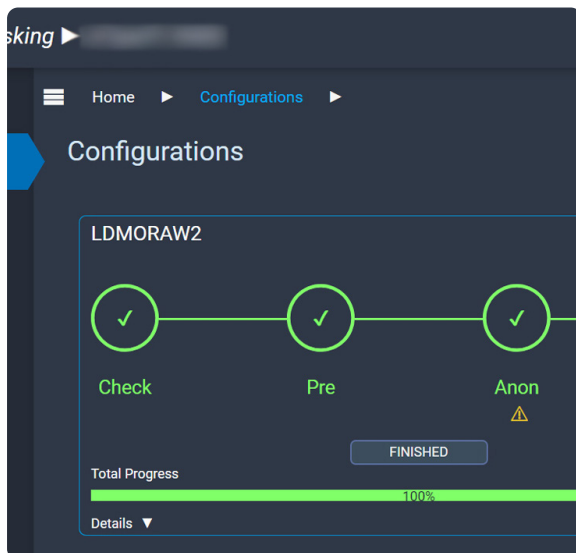
### **Mike Schmitt becomes John Doe**

For the appropriate use of data, the IT department of the ROLAND Group relies on Libelle **DataMasking**. This software solution anonymizes data according to the necessities in the respective companies of the ROLAND Group and their business processes.

Libelle **DataMasking** was developed by Libelle when the GDPR was still a draft law. The developers' goal was to anonymize data in such a way that users could easily operate their test environments in compliance with GDPR regulations.

Originally, Libelle **DataMasking** was only supposed to anonymize data for SAP test systems. Users quickly called for a broader application area, and Libelle complied with this request.

Libelle **DataMasking** meticulously replaces names with other names, street names with other street names or house numbers with other house numbers. In this process, the semantic function of the data records is retained - but the personal data is removed. As a result, all business processes have the assurance that they can be functionally processed correctly without compromising confidential data.



At the ROLAND Group, this is the case whenever the specific personal data of an insurance claim or roadside assistance service is not needed.

#### All applications covered

At the ROLAND Group, the usage of the solution goes far beyond the original idea of using it for SAP test systems. Various SAP instances are in use for a classic 3-tier SAP architecture with SAP ERP 6.0 EHP 7. The SAP modules FI, CO, MM, AA, SD, as well as the insurance collection/disbursement solution of SAP (FS/CD) are used. On these systems Libelle **DataMasking** is also used for the anonymization of test data. In addition, there are the systems for claims processing and payment runs and a business warehouse for analyses and business intelligence. Taken together, there are almost 12 terabytes of data on these systems, which must be anonymized repeatedly and on a daily basis for specific processes.

## Success

#### Simple solution for complex data structures

The implementation went smoothly. Even during the preliminary work, it became clear that no other solution and no in-house development could have delivered the same effect at such an excellent price-performance ratio. Alexei Weber explains: „At Roland, the preliminary work for the implementation of the GDPR started early. During our long time at Roland, we never missed a DSAG congress. So of course, we also got to know Libelle AG - and ultimately decided on their solution.“

#### Cross-application anonymization

ROLAND Rechtsschutz uses Libelle **DataMasking** in order to anonymize not only the master data of the SAP modules on the test systems, but also personal

data in the specialist applications for the insurance business processes. „One aspect that spoke in favor of LDM was that the other solutions could only handle SAP environments, but we have other applications in use,“ says Weber, describing the need.

#### For all processes and workflows

With Libelle **DataMasking**, the ROLAND Group can also map the regulations that apply to the affiliated companies. With other solutions, this would not have been possible without considerable additional effort. „We are a legal protection insurance company with large affiliates. Libelle **DataMasking** helps us to process the personal data of all customers - and this is a very large data pool - in accordance with the GDPR.“

## Libelle Insights

#### Transparency and confidence

„We are very satisfied with the overall solution,“ says Alexei Weber, adding, „The support is excellent.“ According to Weber, the solution is not a black box with which to become dependent on one single provider. Weber says, „The transparency of Libelle AG and its solutions are rare in the IT industry.“

Until now, system-specific anonymization was done manually. The ROLAND Group is working with Libelle to fully automate the processes for the various applications in the future.



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