Lemvigh-Müller

WHOLESALER · 1,270 EMPLOYEES

From invisible risk to two minutes a day

How Denmark's largest steel and technical wholesaler made GDPR compliance part of daily operations, instead of a project that never ends.

~1,270	~300	~2 min	4× / year
EMPLOYEES COVERED	SHARED MAILBOXES HANDLED	DAILY HANDLING	CLEAN-UP ROUNDS

Lemvigh-Müller has approx. 1,270 employees, 25 stores and three central warehouses. As in many other companies, critical personal data was spread across the email system, shared mailboxes, file shares and Teams, which grew quickly during the pandemic. Nobody had the full overview, and nobody had clear ownership.

With Data & More, Lemvigh-Müller continuously scans, classifies and cleans up data across email, shared mailboxes, M365 and file shares. The result is **compliance as a stable operational task**, giving the GDPR coordinator room to work proactively.

> The best system on the market, there's no doubt about it.

THOMAS KALLENBACH · GDPR COORDINATOR, LEMVIGH-MÜLLER

01 · CHALLENGE & SOLUTION

Before and after Data & More

AREA	BEFORE	WITH DATA & MORE
Overview	Personal data spread across email, shared mailboxes, Teams, SharePoint and file shares. Nobody really had control of the data.	Continuous scanning and classification across all sources, with standard categories for personal data from day one.
Deletion	Dependent on employees deleting things themselves, which in practice doesn't happen.	Users get different options for handling their own findings, and the solution can also delete automatically.
Shared mailboxes	Job applications, for example, land in shared mailboxes and stay there, even when HR has strict processes.	Around 300 shared mailboxes are handled in about 2 minutes a day, over the morning coffee.
Precision	Industry-specific data such as product guides can look like personal data.	Searches tuned to Lemvigh-Müller's own data, so false positives are adjusted away straight away.
Employee trust	Strong feelings about employees' data being scanned.	Correct handling of private folders and items, test departments first and clear communication.
Documentation	Hard to show how personal data is actually handled.	Reports that document the handling and form the basis for fact-based conversations internally.

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There is an invisible risk, a big one, and Data & More cleans it up.

THOMAS KALLENBACH

02 · RESULT

Overview, control and fact-based conversations

COMPLIANCE AS OPERATIONS

Clean-up rounds go out to employees every quarter, a frequency that keeps data volumes down without unnecessary disruption. Questions come in only rarely.

"It runs perfectly."

ROOM TO BE PROACTIVE

The reports provide the basis for targeted conversations internally, for example about where critical data is stored and who can see it on shared drives. That creates better insight, awareness and behaviour.

"Having an overview and being in control gives you room to be proactive and improve further."

A PROJECT THAT BECAME OPERATIONS

New data keeps coming in, internally and externally via email. After just three weeks of summer holiday there is noticeably more in the shared mailboxes. Without continuous clean-up it quickly silts up.

"It isn't a project, it's an operational system like so many others."

NEXT STEP: FILE SHARES

Lemvigh-Müller is gradually phasing out file shares in favour of SharePoint, where a data owner is far easier to identify. Together with Data & More they are working on solving the file shares completely.

"We're in a good place today. It's the de facto standard in data compliance."

03 · LESSONS

Thomas' advice to other companies

Don't underestimate the organisational rollout	Communicate with employees first, and better than you think is necessary.
Start with test departments	See how the solution is received before rolling it out to everyone.
Keep the focus on compliance	The solution can do a great deal, including cleaning up large volumes of data, but compliance is easier to communicate and anchor as the first goal.
Tune the searches to your data	The standard categories are a really good starting point and cover most of it. Industry-specific data can get in the way at first, but that is adjusted straight away.

Get IT and compliance aligned internally	Draw on the IT department, for example for certificate renewals and the technical aspects, before the solution is introduced.
Be careful with mass deletion on file shares	Old building drawings and the like can have value. Data ownership is the key.

Want to see what Data & More can do for your data? Book a free review.

dataandmore.com/en/contact