

## About Tisski

The Tisski team are passionate about helping the public sector to become more efficient and improve services by benefiting from the market leading technologies and platforms that Microsoft provides. Focused mainly around Dynamics 365, Tisski's experts specialise in Microsoft cloud technology for case management and its application within a Public Sector context.

Tisski care about delivery and customer service. We never compromise our integrity, never oversell and never make promises we can't keep.

Our customers describe us as "likable, friendly and real" and they love working with us. At Tisski going the extra mile and exceeding your expectations is a given.

We understand 'the enterprise approach' which is often required in large implementations within the public sector, and are extensively referenceable but also the necessity to be able to have a solution up and running quickly with a minimum viable product to ensure the solution will work for your organisation.

For many suppliers the Dynamics product range is just a part of a wider portfolio, but for Tisski it is the focus. We recognise that the outstanding technology provided by Microsoft empowers our customers with the flexibility, user engagement and integration they require without an excessive service overhead.

## Some of the customers Tisski work with:

Our growing portfolio of Government clients includes: Health and Safety Executive, HS2, British Business Bank, Greater London Authority, Scottish Enterprise, Department for Education, Education Funding Agency, The Scottish Parliament, NHS, The UK Parliament and many of The Growth Hubs championed by the Departments for Communities & Local Government (DCLG) and Business, Energy and Industrial Strategy (BIS).

## Why Data Shield?

With the introduction of new General Data Protection Regulations earlier this year, it is more important than ever to ensure that your organisation is taking steps to ensure the protection of the data you hold. According to the ICO, there were 957 reported data breaches in Q4 (January to March 2018) which is a 17 increase on the previous quarter. So how can you ensure that your organisation remains compliant and keeps data secure?

Tisski's Data Shield is an add on for Dynamics 365, that prevents one of the most common ways of accidental leakage of Data.

## How does it work?

Tisski's Data Shield is an Addon for Dynamics365 that blocks the export of personal data into Excel. This enables organizations to widely grant the Export To Excel permissions without exposing themselves to the risk of accidental data leaks. Tisski's Data Shield can help your organization stay compliant with the EU's GDPR and other data protection laws around the world.

| ID | Name        | Email                  | Company Name | Business Phone | Status | Address 1 City | Address 1 Country | Address 1 Zip | Anniversary | Birthday | Gender | Job Title  |
|----|-------------|------------------------|--------------|----------------|--------|----------------|-------------------|---------------|-------------|----------|--------|------------|
| 1  | John Doe    | john.doe@tisski.com    | Tisski Ltd   | 0123 456 789   | Active | London         | GB                | EC1A 1BB      |             |          | Male   | CEO        |
| 2  | Jane Smith  | jane.smith@tisski.com  | Tisski Ltd   | 0123 456 789   | Active | London         | GB                | EC1A 1BB      |             |          | Female | Marketing  |
| 3  | Mark Brown  | mark.brown@tisski.com  | Tisski Ltd   | 0123 456 789   | Active | London         | GB                | EC1A 1BB      |             |          | Male   | Finance    |
| 4  | Emily White | emily.white@tisski.com | Tisski Ltd   | 0123 456 789   | Active | London         | GB                | EC1A 1BB      |             |          | Female | HR         |
| 5  | David Green | david.green@tisski.com | Tisski Ltd   | 0123 456 789   | Active | London         | GB                | EC1A 1BB      |             |          | Male   | Operations |

## How it works

All CRM Entities and attributes that are designed to hold personal data are "blacklisted" by default. If there are other entities and attributes in your organization that hold personal data, these can also be added to the blacklist. When data from a view or grid is exported to Excel, all "blacklisted" fields are blanked out.





## Personal Data

Any information that can be used to uniquely identify an individual is considered personal data. This includes email addresses, phone numbers, names, etc. Information that identifies companies is not considered personal data and is exempt (e.g. - Reception phone, generic email addresses, registered office address, etc.)

## How Data Shield helps you stay GDPR Compliant

Access to personal data within CRM is tightly controlled. However, once this data moves out of CRM and into Excel, it can be lost in a variety of ways, including being accidentally sent to the wrong recipient, loss of device, etc. According to the UK's Information Commissioner's Office (ICO), 4 out of the 5 biggest causes of data security incidents are such human errors. By removing the possibility of data being exported to Excel, you can get rid of one of the biggest security headaches in your organization.

## How to use Data Shield

Data Shield is extremely simple! Once installed, it is completely invisible to users and administrators alike! Just select a view from any entity and click "Export to Excel". That's it! All personal data columns in your view will be emptied upon export.

| Account Name             | Main Phone | Address 1: City | Primary Contact         | Status | Email (Origin...)   | Name (Origin...) | Ad  |
|--------------------------|------------|-----------------|-------------------------|--------|---------------------|------------------|-----|
| Woodgrove Bank           | 555-0173   | Newport         | Lidman Anna (sample)    | Active | someone7@...        | Lidman Anna...   | 122 |
| Fourth Coffee (sample)   | 555-0150   | Renton          | Yvonne McKay (sample)   | Active | someone_4@sample... |                  | 500 |
| Libware, Inc. (sample)   | 555-0151   | Dallas          | Suzanna Stubberod (s... | Active | someone_b@sample... |                  | 100 |
| Adventure Works (sample) | 555-0152   | Sanita Cruz     | Nancy Anderson (sam...  | Active | someone_c@sample... |                  | 440 |
| Fabrikam, Inc. (sample)  | 555-0153   | Symmesood       | Maria Campbell (samp... | Active | someone_d@sample... |                  | 790 |

## Additional Services from Tisski:

### Virtual Technical Architect:

Access to a highly skilled and experienced Dynamics consultant to lead through the process of working with Dynamics, Troubleshoot your approach, QA design decisions and provide Guidance and leadership.

Who could this benefit?

Organisations moving to the second phase of a project require the security of a relationship with a partner and guidance on an 'as and when' basis.

### Virtual Organisation Administrator:

A 'support contract plus'. Tisski assistant to work as part of your team fulfilling day to day duties, such as dashboard setup, email marketing or user engagement follow-up.

Who could this benefit?

Organisations who have a short-term need for administration but who wish to keep their project rollout moving forward.

## Training Courses:

- Building for Success
- Will Agile work for you
- Are you ready?
- Efficiency Review
- Security Maximisation
- Power BI 'OOTB' and how to maximise
- Is PAAS right for you?
- Maximising Gamification for user engagement

To find out more about us...

Visit: [www.tisski.com](http://www.tisski.com)  
Call: 0247 7712050

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