

## CASE STUDY

# Reducing Mizuho Bank's DSAR data handling by 89% with Panoram



**panoram**  
Enterprise Legal Tech

## CHALLENGE

Global financial services provider, Mizuho Bank, was looking for a Nuix Partner to help transform their handling of Data Subject Access Request (DSAR) matters.

Their Goals:

- Increased speed of response
- Reduction in search results
- Faster document redaction and production

The Bank sought an expert partner that brought a thorough knowledge of DSAR processes as well as technical expertise in Nuix Workstation, Nuix Discover and Microsoft 365.

## INTRODUCING PANORAM

Panoram are a specialist Nuix partner, offering advisory, implementation and managed hosting services for investigations, regulatory response and eDiscovery.

## THE PROCESS

Using their proprietary Maturity Assessment Model, Panoram's experts analysed Mizuho's HR, Legal and data-handling processes, completing a gap analysis to identify remedial actions and new solution requirements.

## THE SOLUTION

A focused implementation programme to develop the following in-house capabilities:

### 1. Reengineered DSAR Processes

Panoram reengineered Mizuho's DSAR-handling playbook and processes, removing or redesigning steps that were causing bottlenecks and aligning activities with Mizuho's existing technologies.

### 2. Optimised Nuix Discover and Nuix Workstation

Mizuho had already implemented Nuix Workstation and Nuix Discover to handle both simple and complex investigations. Panoram identified unused functionality and provided the design, documentation, training and support to make use of such features as analytics to accelerate review and integrated auto-redaction.

## Results

A dramatic improvement in data handling:



**SPEED**



**QUALITY**



**COST**



'We were delighted to be able to measure an 89% reduction in document count. This resulted in significant cost and time savings, the latter helping to improve our DSAR response compliance'.

**Ola Aminu**

Director - Compliance and  
Regulatory Reporting ISD at  
Mizuho

