



# Prevented Data Leaks Using Microsoft Purview

Policy design with Purview Compliance Portal

An Australian mid-sized energy company using Microsoft 365 needed stronger protection for customer, HR, engineering, and SCADA data. Facing strict regulations like APRA CPS 234, the SOCI Act, and the Privacy Act, they wanted better visibility and control across M365's applications. Krish Services helped them stay compliant, prevent data leaks, and secure their critical intellectual property.

## CLIENT BACKGROUND

The client is a mid-sized energy distribution company in Australia with around 750 employees. Operating entirely on Microsoft 365, their environment managed customer billing, HR records, engineering blueprints, and SCADA documentation, making data protection important for both business operations and compliance with national regulations.

## BUSINESS VALUE

- **Reduced Data Leakage Risks:** Achieved a 70% drop in accidental external data sharing.
- **Stronger Compliance Readiness:** Improved audit preparedness for APRA CPS 234 and the Privacy Act with clear policies.
- **Increased User Confidence and Productivity:** Improved employee awareness with policy tips and balanced vendor collaboration.

## PROBLEMS

- **Data Sharing Risks with Contractors and External Partners:** Uncontrolled file sharing across Microsoft 365 apps like Exchange, Teams, and OneDrive created high risks of exposing sensitive data.
- **Limited Visibility and Reactive Security Controls:** Lack of visibility into sensitive data movement and reliance on manual, reactive controls made the system vulnerable.
- **Compliance and Intellectual Property Protection Pressure:** Strict regulations such as APRA CPS 234 and the Privacy Act demanded stronger data loss prevention.

## SOLUTIONS

- **Microsoft Purview DLP for Data Protection:** Deployed Microsoft Purview DLP across M365 applications to secure customer data, engineering files, and SCADA documents from leaks.
- **Custom Policies for Sensitive Data:** Created custom rules for financial, healthcare, and infrastructure data, using policy tips and audit pilots to guide users without disturbing daily work.
- **Ongoing Monitoring and Compliance:** Enabled continuous tracking through the Purview compliance portal, integrated with conditional access and Defender for cloud apps.

## TECHNOLOGIES



## FINAL PERSPECTIVE

We improved Microsoft 365 security by setting up Purview DLP. This move supported compliance with FERPA and HIPAA, increased user awareness, and helped protect the company's data.