

## SUCCESS STORY



## Customer Testimonial

### Data Anonymization Project at DARVA

**DARVA**

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## The client

DARVA is a leading player in claims management for the insurance and related services sectors. For over 37 years, the company has provided solutions to optimize case processing for insurers, experts, repair shops, and more. With over 200 employees and a turnover of €45.5 million in 2024, DARVA handles more than 8.7 million claims files annually. The company stands out for its strong commitment to data security and cybersecurity, backed by certified infrastructure and robust business continuity processes.

## Project Context

The data anonymization project at DARVA was driven by several key factors:

**Regulatory Compliance:** The introduction of the GDPR in 2018 and ISO 27001 certification in 2022 reinforced DARVA's obligation to secure and anonymize personal data while maintaining its usability for business purposes.

**Alignment with DARVA's Core Values:** With a corporate culture deeply rooted in data protection, DARVA ensures the confidentiality of information while providing business teams with realistic data for demonstration and testing phases—without ever exposing sensitive client information.

**Regulatory Trigger:** The project was launched in 2022 in response to new compliance requirements and internal needs for industrializing the anonymization process, with the goal of generalizing it across all projects.

## Project Execution

### Solution Selection:

DARVA chose DOT Anonymizer due to its compatibility with multiple database types (SQL Server, MongoDB), its ability to integrate with proprietary data structures, and its ease of use. A Proof of Concept was launched on the demo/statistical area within the Data Lake/BI environment, successfully validating the solution's capacity to handle large data volumes.



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## Key Steps:

**Appointment of an Anonymization Lead:** A dedicated expert was assigned to oversee and coordinate anonymization actions.

**Integration with Existing Infrastructure:** The tool was connected to DARVA's data repositories to automate the generation of anonymization rules.

**Creation of Over 2,000 Anonymization Rules:** These rules ensure data consistency within each individual case file.

## Challenges Encountered:

**Complex Data Structures:** Managing proprietary structures and large data volumes required specific adaptations. ARCAD Software teams worked closely with DARVA to overcome these technical challenges.

**Performance and Industrialization:** The tool was optimized to meet performance expectations, notably through the use of an incremental approach to process daily data flows without reapplying full anonymization.

## Benefits Achieved

**Enhanced Regulatory Compliance:** The solution ensures adherence to data protection standards while maintaining coherent use of anonymized data.

**Reduced Risk Exposure:** Anonymization safeguards sensitive data, providing greater security for DARVA's clients and partners.

**Optimized Business Processes:** By integrating anonymization into testing and demonstration workflows, DARVA teams can work on representative data while preserving confidentiality.

## Next Steps

**Process Expansion:** Extend anonymization across all DARVA projects, progressively replacing legacy in-house tools.

**Architectural Reinforcement:** Continue integrating anonymization from the early design phase of new projects to ensure complete data coverage.

**Continuous Optimization:** Leverage DOT Anonymizer's multi-database and API features to streamline future implementations.

## Advice for Other Organizations

**Internal Communication:** Engage and inform teams early in the project to ensure successful change management. Clearly communicate the business value and operational benefits of data anonymization.

**Leverage Anonymization as a Value Driver:** For many organizations, anonymization has become both a compliance measure and a key differentiator for clients and partners.

This customer case highlights the essential role of anonymization in ensuring both data security and operational usability in full compliance with modern regulations.

"At DARVA, we are deeply committed to meeting our business challenges and support mechanisms while maintaining regulatory compliance. The anonymization project allows us to ensure that sensitive data is minimized and used appropriately."

*Frédéric Lair,*

*Director of Architecture,  
DARVA*



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