

AGA Group Complies with Québec Law 25 and Modernizes Data Security Posture with Lightbeam

Case Study | Customer Success Story

Overview

AGA Benefit Solutions (AGA), an employee benefits company that develops and administers customized group insurance and retirement plans, is on a mission to improve the health and wealth of Canadians with a superior experience for plan sponsors and members. AGA combines expert advice with best-in-class provider solutions delivered on leading edge technology. AGA has tripled its employee base in three years and now provides services across all provinces in Canada.

AGA always had an emphasis on strong security posture, but with the introduction of Law 25 in Québec — a data privacy law aimed at modernizing Québec's privacy regulations — the company needed to go deeper into privacy and make adhering to regulation a primary focus.

The new law had a lot of new requirements they needed to meet to manage data properly. This search for a new tool to help lead AGA to discover Lightbeam as a one-stop solution to modernize and boost their data security and privacy posture.

Challenges

Law 25 introduced a complex challenge for AGA for a couple of primary reasons:

- **Sensitive info:** As a plan administrator, AGA has access to a lot of sensitive information on clients — details ranging from family members and health situations to financial information so they can reimburse claims. This meant lots of information to manage and store securely.
- **Small team:** AGA IT is a small and nimble team, not a big IT shop or tech company, so the team needed to be able to move swiftly in updates to comply with Law 25. They needed to do more with less.
- **A large partner network:** means disparate information: Since AGA works with many partners, the team needs to be able to accurately track data movement across all partners.

Challenges

Based on the nature of their team — size and information handled — AGA knew they required a solution that could provide automation and intelligence to sort through sensitive and disparate information. It was also critical for them to find a tool that could help them build a repository of sensitive data they own.

The full list of criteria the team worked from when starting the search for the right solution included:

- Able to create data inventory and monitor and control info to ensure it's properly managed, stored, and communicated
- Ability to classify the information by sensitivity and attributes and can regroup that info for users and entities
- Feature-wise, efficient automation — the privacy platform needed to be able to automate specific processes with fewer people and resources
- Pricing: had to fit the budget of a medium-sized company
- Strong customer service once they started implementing the tool and making configurations

After a thorough search and a few proofs of concepts, the team found Lightbeam outshined the others in the simplicity of usage, quick time to value, was able to strengthen both data security and privacy postures, met all the feature requirements, and went far and above in its overall customer experience.

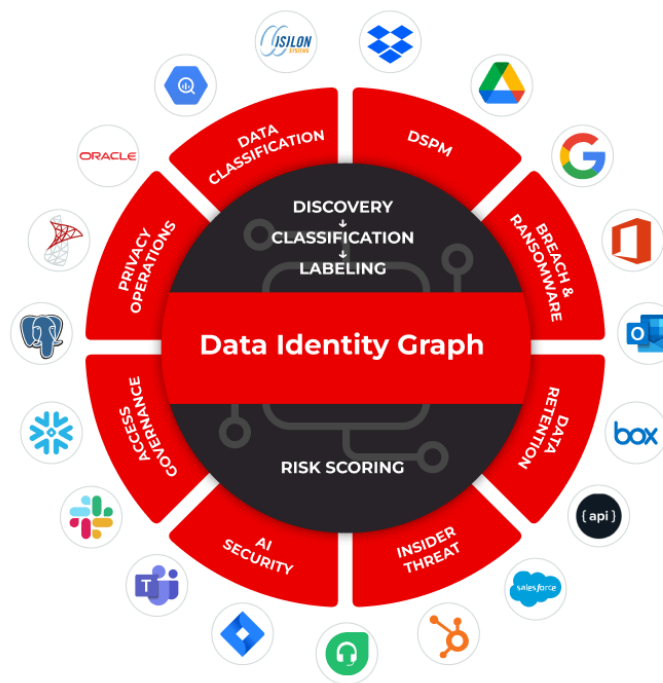


Solutions

When AGA tested Lightbeam through a proof of concept, they knew it met exactly what they needed. It would help them comply with Law 25 quickly and go beyond that in enabling robust, efficient, and automated services to clients.

The Lightbeam solution could create a sensitive data inventory, classify it, regroup information, and track information for each instance and entity.

AGA prioritizes quality of service to clients, and the level of accuracy and speed Lightbeam provided enabled them to provide excellent service and far exceeded expectations.



"The bottom line for us is, we absolutely need to be able to provide all of the right services to our clients with all of the accurate information, and quickly. Lightbeam was the easy answer to help us do that."

- Martin Parent, Vice President of Operations at AGA

Results

Efficient automation creates a robust, trustworthy inventory.

For AGA, Lightbeam was the first tool they discovered that had the best accuracy to create an initial inventory of classified information. The team describes the tool as “quick to react, and very precise, ” capable of capturing information in any situation. Within the first hour after onboarding a source, AGA can have precise stats allowing them to better understand the breadth of the data they’re tracking.

“The alternative to not having a solution like Lightbeam would have been to hire 10 people to perform all of the functions it provides manually.”

- Martin Parent, Vice President of Operations at AGA

The AGA team needs to correlate and match sensitive data to specific users — a task that would require hours and hours of work for their team to trace relations between users and data — and Lightbeam leverages its unique Entity Resolution capability to highlight and tabulate personal data belonging to specific users.

It can define all of the sensitive attributes in its systems and classify the information right on the spot. Other solutions the team looked at required a lot of manual input to get the inventory right.

AGA processes over a million transactions a year — manually tracking this many data movements and updates would be very overwhelming. Lightbeam automation enables more work to happen on a smaller team, giving time back to AGA team members to focus on other important initiatives while Lightbeam does the heavy lifting.

Results

Excellent customer service enables streamlined processes and now easy onboarding

AGA quickly discovered Lightbeam’s top-notch customer service during onboarding of the solution.

Modernized data security posture means easier compliance with new rules

Similar laws to Law 25 will pop up in other provinces in upcoming years. AGA has architected the solution to make sure everything they've done today can be reusable for other provinces when they need to meet new regulations — and they'll be ready to do so with Lightbeam.



About Lightbeam

Lightbeam is an identity-centric data security platform that reduces breach risks, ransomware costs, and regulatory penalties by unifying DSPM, privacy, and governance. Using patented Data Identity Graph technology, it discovers and maps sensitive data—including shadow data—across structured, unstructured, and semi-structured sources, enabling precise governance, automated privacy workflows, and enhanced data security. For any questions or suggestions, please contact us at: sales@lightbeam.ai or visit us at <https://lightbeam.ai>

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