

BigID Customer Story: How Telenor Manages Their Data & Builds Customer Trust with BigID

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The Challenge

Telenor needed an automated solution to manage their data, comply with privacy regulations like the GDPR, and understand and protect their business data.

When GDPR was implemented, they were running data rights requests manually - and soon realized that checking a box and relying on questionnaires & manual routines wasn't enough: with the sheer volume of data they manage, the increased risk of fines, customer complaints, and security vulnerabilities required an automated solution.

They needed to:

- **Easily find, inventory, and manage** customer data for millions of customers
- **Automate privacy requests and deletion** handling to fulfill data rights requests and right to be forgotten requests
- **Fulfill audits** to prove compliance
- **Demonstrate to customers** that they put security and trust first

As a highly regulated industry, Telenor needed a solution that doesn't rely on internal governance or questionnaires - but one that could solve customer problems, address regulatory demands, and address the evolving threat landscape.

"We needed to automate processes and data management across systems for the data of a few million customers: from prepaid customers to mobile to broadband, that's a lot of systems and data. BigID was the one solution that did this in the most efficient and sophisticated way - and had more use cases we could add on moving forward."

- Peter Wigren, Privacy Ambassador - Telenor

The Solution

Telenor turned to BigID to address their data landscape complexity, automate their privacy requirements, fulfill data rights requests, achieve compliance, and demonstrate to their customers that they're handling data in a secure way.

“Telephone subscription is used for everything these days: it's not just speaking with friends and family, it's an integrated part of every human life at this point. Trust is super important, you need to prove that you're doing this in a secure, sensible way.

That's why we thought we needed something to show that we do it in a serious way - not just checking a box, but going deeper: BigID's platform lets us do just that.”

With BigID, Telenor is able to:

Automatically find business data: Telenor uses BigID to efficiently and automatically find customer data without relying on manual questionnaires - they're able to find, manage, and secure their business data - including customer data - across structured and unstructured data stores.

“We needed something that could find information, and we didn't want to rely on internal governance or questionnaires. It needed to be efficient - we don't have unlimited people and resources to handle this, we run as a small maintenance organization.

We needed a tool that could find the data on its own, and that tool is BigID.”

Automate privacy requests and GDPR requirements: Telenor uses BigID to easily data rights requests, data deletion handling requests, and process these requests at volume and accurately. Customers can easily requests their data be forgotten, correct their data, and gain transparency into how Telenor handles their data.

Achieve compliance & fulfill audits: The team can easily search and scan for the data they need across a lot of systems and data with BigID, addressing a complex environment with inconsistent data quality.

About Telenor

Telenor Group is a leading telecommunications company across the Nordics and Asia with 209 million subscribers and annual sales of around NOK 81 billions (2023).

Telenor is committed to responsible business conduct and driven by the ambition of empowering societies. Connectivity has been Telenor's domain for more than 165 years, and our purpose is to connect our customers to what matters most.

About BigID

BigID helps organizations connect the dots across data & AI: for security, privacy, compliance, and AI data management. BigID enables customers to find, understand, manage, protect, and take action on high risk & high value data, wherever it lives.

Customers use BigID to reduce their AI & data risk, automate security and privacy controls, achieve compliance, and understand their data throughout their entire data landscape: from the cloud, on-prem, and everywhere in between.

CUSTOMER VALIDATION

Proof in Action

"BigID gives me better visibility into sensitive data, helps prioritize security protections, reduces attack surfaces, strengthens compliance, and increases operational efficiency overall — a strategic pillar of our AI-First Cybersecurity Transformation"

- CISO, Global Healthcare Company

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- Chief Privacy Officer, Global Telecoms Company

ANALYST RECOGNITION

Validated by Industry Leaders

- 2025 Company of the Year for AI Governance - Frost & Sullivan
- Named a Leader across all DSPM research including Omdia DSPM Universe, CB Insights for DSPM, TAG, GigaOm, Frost & Sullivan
- Named a Leader in all Privacy Management evals including Forrester Privacy Management Wave & IDC Privacy Compliance MarketScape
- BigID named a Leader across 4 GigaOm evals: DSPM, Data Security Platforms, Unstructured Data Management, Data Access Governance
- Named in Gartner's 2025 DLP Market Guide
- Named in Gartner's 2025 AI TRiSM Market Guide
- Represented 30+ times in Gartner's 2025 Hype Cycles for Security, Privacy, AISPM

FREE RISK ASSESSMENT

Discover Your Data & AI Risk

An agentless, cloud-native assessment to enable security, privacy, and compliance: pinpoint where sensitive data and AI risks live - and how to fix them.

What You Get:

- Complementary 2 week engagement on real data to gain visibility on risk across data and AI
- Executive-ready report identifying high-risk data and AI across cloud environments with next-step recommendations

NEXT STEPS

Ready to Connect the Dots in Data & AI?

Schedule your free risk assessment or ask for a deeper demo across DSPM, DLP, AI SPM, Privacy Automation, AI Risk, and Data Lifecycle Management

► www.bigid.com/demo

► www.bigid.com/risk-assessment

► info@bigid.com



BigID Next

"The features they offer are the moat that they have built around the product. This is what makes them the market leader in Data Privacy and Protection."



IT Security & Risk Management Associate - Banking

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BigID Next

"Exceptionally powerful and easy to use tool that integrated smoothly into our environment and delivered value from day one. The BigID team is fabulous to work with."



Senior Vice President & Chief Data Officer - Banking

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