

CONTROLLING SHADOW AI IN A FINANCIAL SERVICES FIRM



CHALLENGES

A mid-sized European financial services firm with 2,200 employees discovered that staff across multiple departments were regularly using public generative AI tools – including ChatGPT, Google Gemini, and image generation platforms – to support their daily work.

Sensitive customer data, internal financial projections, and legal documents were being entered into these tools without any oversight or policy enforcement.

The CISO had no visibility into which tools were being used, by whom, or what data was leaving the organisation.

Compliance with DORA, GDPR, and internal data classification policies was at serious risk.

IMPLEMENTATION

Damovo deployed Cisco AI Defense integrated with the customer's existing Cisco Secure Access (SSE) infrastructure. The solution provided immediate visibility across all AI tool usage in the organization, categorised by risk level.

An AI usage policy was co-developed with the customer's legal, compliance, and IT teams and enforced through Cisco AI Defense's access control engine.

High-risk tools were blocked or restricted, while approved tools were allowed with data loss prevention controls active.

A real-time dashboard gave the CISO full visibility into AI activity, policy violations, and trend data.

Employees received targeted awareness communications and policy acknowledgements via the portal.

BENEFITS

Within four weeks of deployment, the organisation had full visibility into AI tool usage across the enterprise.

Unauthorised submission of sensitive data to public AI models was reduced by over 90%.

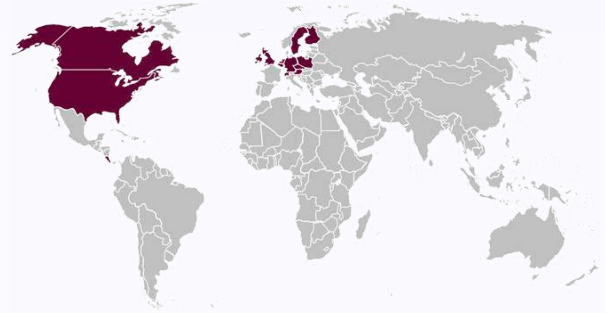
The compliance team was able to produce an AI usage audit trail for regulators, demonstrating active governance controls.

Employee productivity was preserved by allowing approved AI tools under defined conditions, while the risk of data leakage and regulatory penalties was substantially reduced.

ABOUT DAMOVO

Damovo is a global technology service provider that supports organisations worldwide on their digital transformation journey. Its broad portfolio includes solutions in the areas of cybersecurity, enterprise networks, unified communications and collaboration, contact centres, and global managed services.

With over 600 dedicated employees, Damovo operates across Europe, the Americas and the Asia-Pacific region, providing global support in more than 150 countries.



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