

When strict security meets everyday email: Solving the permission puzzle

Client overview | Advancing science, protecting information

sck cen

SCK-CEN, the Belgian Nuclear Research Centre, is one of Belgium's largest research institutions. For over 60 years, its **700 employees** have advanced peaceful industrial and medical applications of ionizing radiation - from breakthroughs in medicine to innovation in energy and industry.

With scientists working on sensitive intellectual property and personnel handling radioactive materials, safeguarding **confidentiality, availability, and integrity of information** is as critical as protecting the physical sites themselves.

Most documentation is confidential and strictly governed on a **"need-to-know"** basis.

>> The challenge: Balancing security and usability

As an OpenText™ Content Management customer, SCK-CEN configured strict permissions to mirror their restrictive access policies. To prevent uncontrolled copies of documents, staff were encouraged to send secure links instead of attachments.

"We want our users to send the person to the document, not the document to the person."

Pieter Jan Hermans, Enterprise Content Management Analyst — SCK-CEN

But the approach created a new problem: recipients often lacked permissions to access linked files, leading to **frequent error messages** and **Helpdesk complaints**. While Permissions Manager could show permissions, it wasn't efficient for end users. User experience was suffering, and adoption was at risk.

The solution: Permissions Manager for Outlook

SCK·CEN needed a solution that fit naturally into the way staff already worked — inside Microsoft Outlook. They dreamed of a feature that could check whether recipients had access to linked documents before emails were sent.

When Fastman saw the request, they realized they already had most of the required functionality in Permissions Manager. Together with SCK·CEN, they co-developed Permissions Manager for Outlook, extending existing capabilities into the familiar email interface.

Now, users can:

- ✓ Validate all links in an email with a single click
- ✓ See detailed permission reports for each recipient
- ✓ Resolve issues before sending sensitive content



The impact: Happier users, fewer tickets

With Permissions Manager for Outlook rolled out to the full **700-user base**, the results were immediate:

-  Fewer IT support tickets related to permission errors
-  Better user experience and smoother adoption of Content Management
-  Reduced Helpdesk costs thanks to proactive self-checks

"The whole project went incredibly smoothly. Permissions management and Fastman — they know that better than anyone!"

Pieter Jan Hermans, Enterprise Content Management Analyst — SCK·CEN

A trusted partnership

By adapting technology to how people actually work, Fastman helped SCK·CEN strike the right balance between **security and usability**. Permissions Manager for Outlook not only improved compliance but also delivered meaningful savings and higher adoption across the organization.