



Customer Success Story Consumer Goods

QUICK FACTS

HEADQUARTERS

Hamburg, Germany

INDUSTRY

Consumer Products

PRODUCT

Major skincare brands 150 affiliates in 6 continents, over 70 countries

CIPHERCLOUD® PRODUCT

CipherCloud for Salesforce

CHALLENGES AND OPPORTUNITIES

- Leveraging cloud infrastructure to streamline partner interactions
- Complying with strict German and international privacy laws
- Government contracts restrict storage of data offshore

OBJECTIVES

- Creating secure customer service portal with the Salesforce platform
- Ensuring strong encryption for sensitive and private data
- Complying with government contracts restricting off-shore data residency

WHY CIPHERCLOUD

- Function-preserving encryption
- Transparent to their users, preserving application usability and functionality
- Support for mobile devices
- Open platform support for cloud applications and third-party tools

IMPLEMENTATION HIGHLIGHTS

- Initial deployment live in 6 weeks
- AES-256 bit encryption of sensitive data
- Encryption of comments, notes and attachments
- Web-to-case and email-to-case solution

BENEFITS

- Enabled broad adoption of customer service portal
- Assures compliance with data privacy and residency laws
- Safe Harbor exemption for data breach notifications in many countries

