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

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

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