



Customer Success Story Government Mortgage Backer

QUICK FACTS

Government owned corporation

HEADQUARTERS

Washington, DC

INDUSTRY

Government, Finance

ESTABLISHED

1960's

SERVICES

Provide government backing for mortgage providers

CIPHERCLOUD® PRODUCT

CipherCloud for Salesforce

CHALLENGES AND OPPORTUNITIES

- Automating a legacy, paper-based loan application submission system
- Leveraging Salesforce to improve customer interaction, loan approval, and records management
- Assuring privacy for sensitive customer financial data

OBJECTIVES

- Protecting PII and other financial data (bank statements, credit info, etc.) in Salesforce submissions forms
- Tokenizing specific data fields to keep critical data out of the cloud
- Seamless integration with Salesforce, supporting normal searching

WHY CIPHERCLOUD

- Advanced tokenization and encryption capabilities
- Granular control over security on a field-by-field basis
- Validation by major banks and financial services companies globally

IMPLEMENTATION HIGHLIGHTS

- Tokenization of sensitive data using Oracle database for secure storage
- Malware detection for document attachments from outsiders
- Deployed in conjunction with Deloitte who managed SFDC integration

BENEFITS

- Enables small but critical government corporation to benefit from the cloud
- Replaced outdated paper-based system with Salesforce
- Improved responsiveness and flexibility while reducing infrastructure costs

