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

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

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

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• Replaced outdated paper-based system with Salesforce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