Customer Success Story
Regional Banking Group

QUICK FACTS

One of the largest community bank groups in the US Southeast. 30 locally-branded bank divisions in Georgia, Alabama, South Carolina, Florida and Tennessee.

EMPLOYEES
6,000+

FOUNDED
1888

CIPHERCLOUD® PRODUCT
CipherCloud for Salesforce

CHALLENGES AND OPPORTUNITIES

• Consolidating dozens of branch office call centers into two new locations
• Process millions of customer calls
• Legacy CRM system can’t scale and support new features

OBJECTIVES

• Enable safe deployment of Salesforce by encrypting consumer data
• Scan for malware
• Meet aggressive timeline established by integration partner – major F500 consulting firm

WHY CIPHERCLOUD

• Cloud Encryption Gateway tailored to Salesforce
• Single gateway supporting multiple Salesforce organizations
• Transparency and ease-of-use
• Ability to add additional cloud services moving forward

IMPLEMENTATION HIGHLIGHTS

• Initial test system deployed in 2 weeks
• Phase 1 rollout for 200 employees in less than 2 months

BENEFITS

• Enabling consolidation with new Call Center System handling thousands of cases per week
• Allowing move from internal to cloud-based CRM system

BANK