

Customer Success Story Regional Banking Group

QUICK FACTS

One of the largest community bank groups in the US Southeast.
30 locally-branded bank divisions
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 internal 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

