

# Customer Success Story

## Top 5 Canadian Bank

### QUICK FACTS

#### INDUSTRY

Banking

12+ million personal, commercial, corporate and institutional customers

#### TOTAL ASSETS

\$500+ Billion

#### EMPLOYEES

45,000+

#### CIPHERCLOUD® PRODUCT

CipherCloud for Salesforce

### CHALLENGES AND OPPORTUNITIES

- Complying with strict PIPEDA privacy laws while risking data disclosure through US datacenters
- Encrypting sensitive customer and partner data to assure compliance
- Preserving usability of applications

### OBJECTIVES

- Updating and consolidating CRM systems for multiple banking groups
- Reducing internal infrastructure while extending customer reach

### WHY CIPHERCLOUD

- Deep integration and expertise with entire Salesforce platform
- Robust encryption and key management
- Ability to assure no unauthorized access to sensitive data
- Open platform support third-party SFDC partner applications

### IMPLEMENTATION HIGHLIGHTS

- AES 256-bit encryption for 90+ fields and unstructured comments
- Support for over 5,000 users
- Integration with Outlook email and EXAUTH SSO server
- Supports SOQL custom lookups
- High availability, load balanced, active-active gateway cluster

### BENEFITS

- Enabled multiple cloud initiatives by meeting compliance requirements
- Cloud provides flexibility to rapidly scale up for new business needs

