

Dominion Enterprises Chooses CloudLock for Salesforce to Discover and Protect Sensitive PCI Data in Their Salesforce Environment



INDUSTRY
Marketing

NO. OF EMPLOYEES
3,600

WEBSITE
dominionenterprises.com

Dominion Enterprises is a media and information services company, offering a range of services and products designed to bring buyers and sellers together. From over 300 websites and magazines to Internet marketing and web solutions that help businesses excel in today's changing media landscape, Dominion Enterprises is at the forefront as a leading marketing services company.

Dominion Enterprises is a global company with more than 3,000 employees worldwide, located in 314 offices across 35 states and 4 countries.

We considered building in-house scripts to perform this kind of analysis, but CloudLock's offering was both more fully featured and significantly simpler to deploy.”



Bridgett Cherry,
CRM Manager at
Dominion Enterprises

The Challenge

Dominion originally chose Salesforce because of its significant security, efficiency, and cost benefits. Given the productivity and efficiency gains realized through the use of the system, most users were allowed a comparatively robust set of permissions via native Salesforce controls. With multiple third-party integrations into the Salesforce platform, Dominion was concerned about potential data security issues across an array of data entry and exit points.

Dominion's acceptable use policies prohibit the inclusion of regulated data within Salesforce. However, with its global reach, diverse range of users and requirements, and broad adoption of the Salesforce platform, it was difficult to prove that customer information was not present in the system.

Based on this complex environment, Dominion was seeking a solution that could help them to gain visibility, protection and internal governance over their sensitive data.

The Solution

Ease of deployment and use were key requirements for achieving company's overall security posture, especially as they developed new workflows in Salesforce, including the ability to leverage third party applications and promote usage for multiple business units.

CloudLock provided Dominion with a number of benefits, including:

Visibility into All Salesforce Objects and Fields

CloudLock provided Dominion Enterprises with a centralized dashboard from which to review and act upon potential data issues, allowing them to easily see who was able to see sensitive information. This allowed Dominion's staff to review only the suspicious incidents that were automatically detected, and decide when and how to intervene directly, and when to use CloudLock to educate end-users and improve security overall.

Scalable Content Analytics and Compliance

CloudLock's Security Policy Engine provided Dominion with the framework necessary to define policies to find PCI across their entire Salesforce environment, in all objects and fields (including those created by third party applications), and ensure that users remained in compliance with their internal acceptable use policies.

Behavioral Analytic and Data Extraction Management

CloudLock enabled Dominion to track account activity, such as login events, location of credential use, and report access in a simple but detailed interface, helping them to ensure that departing employees were not exfiltrating sensitive data. In conjunction with Policy Engine support to ensure that information (including PCI) was not present in the first place, this provided Dominion with the confidence and security they needed to continue to expand their Salesforce deployment across the organization.

Results

With CloudLock in place, Dominion was able to monitor their significant (and growing) deployment of Salesforce, including the objects and data introduced by third party applications, many of which increased employee productivity and efficiency.

Their primary concerns around usage of the platform were around inappropriate user behavior; CloudLock gave them the confidence they needed to address risk in an appropriate way that did not impede the business' objectives around Salesforce itself.

"With the ability to detect information across the entire Salesforce platform Dominion Enterprises was able to see if a departing employee might be downloading reports with customer data or worse, with PCI data stored inside of them," noted Bridgett Cherry, CRM Manager for Dominion.

CloudLock for Salesforce delivered value within minutes of installation, highlighting data in violation of our internal policies and then securing it without impacting end-users related to Salesforce's native functionality, accessibility and native security. ”



Bridgett Cherry,
CRM Manager at
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