APROSOFT

Salesforce Development and Support

for a leading US based Telecommunications Company

INTRO

A leading American telecommunications company which provides communication with a fiber-optic network and cloud-based services, it offers broadband internet, digital television, and computer technical support to residential and business customers in 25 states. In some areas it also offers home phone services.

ISSUE

We've identified a serious security vulnerability at our client's company where certain users gained unauthorized access to sensitive data. This breach jeopardizes data confidentiality, integrity, and compliance. Our immediate priority is to rectify this breach and implement stringent security measures to prevent future unauthorized access, safeguarding our organization and stakeholders.

SOLUTION

We embarked on a mission to fortify data security and streamline user access for our client's company. This involved extensive stakeholder engagement to understand data sensitivity and access requirements. We established a robust role hierarchy, customized profiles and permission sets, and imposed bunch of sharing settings to ensure the right data access while upholding security. Regular audits and monitoring were implemented to bolster security. Our project delivered enhanced data protection, efficient user access management, and a culture of security through training and documentation.

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