Imprivata FairWarning for Cloud Solutions helps Fortimize increase security and compliance for their client

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LOCATION	EMPLOYEES		INDUSTRY
New York, NY	50		Financial Services

CLIENT PROFILE

Fortimize is a Manhattan-based partner developing and implementing financial services solutions exclusively on the Salesforce platform. Fortimize empowers financial services teams — including public and private REITs, mortgage lenders, private equity firms, I-bankers, M&A teams, wealth managers, family offices, trust companies, trading companies and bankers — to scale their businesses more quickly, with higher quality, and with fewer people.

CHALLENGE

Fortimize was looking for a solution that was affordable, could be deployed rapidly, and could provide proactive alerts on abnormal changes to a user's behavior.

SOLUTION

- Imprivata FairWarning for Cloud Solutions

RESULTS

- Imprivata FairWarning for Cloud Solutions was an affordable solution

- Fortimize experienced fast and easy implementation

- Imprivata FairWarning for Cloud Solutions provided actionable data that increased security and compliance

Kendra Von Achen,
Managing Solutions Consultant

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Overview:

Fortimize, a certified Salesforce partner and financial services implementation specialist, was looking to deliver "peace of mind" for its client by letting them know that their users were not walking away with sensitive data.

As the importance of compliance continues to grow within the financial services industry, a client of Fortimize knew they needed to protect their assets from data theft from Salesforce while complying with Financial Industry Regulatory Authority's (FINRA) rules and regulations.

Fortimize's client challenged them to find an easy-to-implement solution that would manage and protect data in their Salesforce application. The solution had to provide insights into, and proactive alerts about, what reports were being exported and by whom.

❝ We were looking for a solution that could be deployed rapidly and fit both functionality and our budget. ❞

Kendra Von Achen, Managing Solutions Consultant

The Challenge:

Fortimize faced a range of challenges when seeking to meet their client's need for peace of mind that users weren't doing things they shouldn't be doing in Salesforce.

"We were looking for a solution that could be deployed rapidly and fit both functionality and our budget," explains managing solutions consultant Kendra Von Achen. There were three key areas that Fortimize needed to monitor:

1. **Who was generating and exporting what reports**

2. **Salesforce usage and adoption**

3. **Login and logout stats**

"Additionally, the tool had to provide pushed alerts to notify the administrative or executive team of issues as they arose, and have the appropriate graphical interface to allow easy review of those alerts," says Kendra.

After searching the marketplace, Fortimize found Imprivata FairWarning for Cloud Solutions.

Solution:

Imprivata FairWarning for Cloud Solutions leverages Salesforce's event monitoring files to provide data protection and governance through user activity monitoring. It takes the raw data from the event monitoring files and turns it into human-readable text, thereby enabling any business-minded user to gain powerful insights and take action.

With Imprivata FairWarning for Cloud Solutions in place, Fortimize had the ability to easily see and track who did what, when they did it, where they did it from, and how frequently they did it. Imprivata FairWarning for Cloud Solutions continuously monitors for unusual access, proactively issues alerts about potential incidents, enables rapid investigations of user activity, and satisfies critical regulatory requirements.

> **With Imprivata FairWarning for Cloud Solutions, we are able to provide our clients with definitive data so that they can make educated executive decisions about their users' actions.**

✓ **AFFORDABLE SOLUTION**
Fortimize saw Imprivata FairWarning for Cloud Solutions as an affordable solution. It provided the right functionality and features needed to protect their client, create long-term trust, and build a stronger relationship.

✓ **FAST AND EASY IMPLEMENTATION**
The implementation of Imprivata FairWarning for Cloud Solutions was quick and easy, providing instant value to the event monitoring files within just a few days. Within two weeks of the initial implementation, Fortimize was able to identify which reports and alerts were important to their client and built a fully customized solution to meet their needs.
"The Imprivata FairWarning for Cloud Solutions team has been extremely proactive, supportive, and helpful in each implementation we've done," shares Kendra. "That ensures our client is set up and satisfied with the results."

✓ **ACTIONABLE INSIGHTS**
"With Imprivata FairWarning for Cloud Solutions, we are able to provide our clients with definitive data so that they can make educated executive decisions about their users' actions," explains Kendra.

The Results:

"We set up Salesforce Shield and then implemented Imprivata FairWarning for Cloud Solutions to provide us and our client with meaningful insights into their user's activities within Salesforce," says Kendra. This was the piece to the puzzle that Fortimize was looking for.

Each week, Fortimize generates a high-level report to their client's executive team outlining what transpired during the past week. If there are apparent anomalies in the data, Fortimize points those out so their client can determine whether it is a normal activity or something that should be investigated. Thanks to Imprivata FairWarning for Cloud Solutions' ease of use, the reporting process only takes 30 to 60 minutes.

Working with Imprivata FairWarning for Cloud Solutions provided an added benefit. Not only could Fortimize solve their client's challenge, Fortimize was able to **build their services profile and provide compliance and governance services to many of their other clients.**

In the end, Fortimize was able to deliver **peace of mind** to its client – letting them know that their users were not walking away with sensitive data.

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Imprivata, the digital identity company for healthcare, provides identity, authentication, and access management solutions that are purpose-built to solve healthcare's unique workflow, security, and compliance challenges.

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