

Telecommunication
Provider –
Privacy of PII Data

„Customer response
time was decreased by
50%.“

Customer
Case Study



Customer Case Study

Telecommunication Provider – Privacy of PII Data



- Central Call-Center Case Management
- Account & Contact Administration
- 170,000 Users across Europe



- 50% Quicker customer response time
- 35% Increase in GUI search performance

” With the eperi Gateway, all the customer-related data of our 170,000 global Salesforce users can be encrypted without any noticeable user interface impact. “

Customer

International Telecommunication Provider based in Germany

Problem

The customer is using **Salesforce Sales and Service Cloud** for more than 170,000 users with a focus on customer service and call-center activities. The telecommunication provider has multiple thousand **civil servants as employees and restricted-access** customer data. It promised its customers some years ago that their data will only be held in Germany (“**German Eyes Only**”). To meet these requirements, it is a clear policy that **all personal data (PII) needs to be encrypted/tokenized** in cloud applications. Our client needed a data protection provider that could tokenize the relevant data in Salesforce and was also allowed to protect restricted governmental data.

Solution

The eperi Gateway has been implemented as the cloud data **encryption and tokenization solution** for the client in Europe.

The Gateway has been established as **encryption/tokenization** solution for **case** and **contact** management in Salesforce Sales and Service Cloud. All relevant customer use cases **are supported** via the eperi Gateway in a **highly customized** Salesforce environment with a significant amount of APAX code.