

Helping a Telecom Provider Investigate and Safeguard Confidential Data

Customer Story

Following the rollout of Slack, a major telecommunications company turned to Mimecast Aware to help them understand the risks that resided within employee messages. Their primary concerns included preventing data loss and enabling eDiscovery within the tool.

Aware's applications uncovered that call center employees used Slack messages to store large volumes of personal identifiable information (PII) and payment card industry (PCI) data.

eDiscovery conducted leveraging Aware found that employees also lacked a secure solution to keep track of customer information, opening the company up to greater compliance risks.

With Aware, the company found the right solutions for employees to work more efficiently while safeguarding confidential information.

They also deployed Aware's automated compliance adherence features to scan new Slack messages for sensitive data, allowing them to correct and coach employees on inappropriate work habits in real time.

Customer Outcome

Improved Risk Posture: Reduced compliance risks and shortened the breach lifecycle by ~29 days.

Remediation Success: Identified and remediated over 20,000 credit card shares in Slack in a single year.

Reduced Expenses: Avoided potential revenue losses, as non-compliance events typically cost organizations \$5.87 million.

Problem

After rolling out Slack, a major telecommunications company discovered employees were storing large volumes of personally identifiable information (PII) and payment card industry (PCI) data in messages, creating compliance risks and increasing the potential for data loss and regulatory

Solution

Mimecast Aware

Results

Improved Risk Posture, Remediation Success, Reduced Expenses.

“The company caught and remediated over 20,000 credit card shares last year through Aware.”

- Global Telecommunications Organization