

The background features a blue-to-red gradient with several stylized, 3D-rendered figures of people and speech bubbles. The figures are simple, rounded shapes, and the speech bubbles are rounded rectangles with a tail pointing to the right. They are scattered across the background, creating a sense of collaboration and communication.

mimecast

Strengthening compliance in the age of collaboration

Real-world stories of simplifying data
management and compliance

Read real-world stories of organizations that have successfully addressed compliance challenges while maximizing the potential of collaboration tools. These case studies illustrate how innovative solutions like Mimecast Governance & Compliance Suite empower businesses to thrive in collaborative spaces without compromising on security or regulatory requirements. By implementing the right tools and strategies, these organizations not only solved compliance issues but also optimized efficiency, reduced risks, and bolstered their operational culture.

Dive into the following stories to see how [Mimecast Governance & Compliance Suite](#) has transformed the way companies approach compliance and collaboration.

Stories

Helping a non-profit healthcare network ensure continued patient privacy in collaboration tools.

Preserving workplace culture at a financial institution while protecting sensitive data.

How a non-profit utilizes Mimecast Governance & Compliance Suite to easily fulfil data subject access requests.

Reducing the risk of fines due to non-compliance.

Helping a Telecom provider investigate and safeguard confidential data.

Easily implementing retention policies for regulated employees.

Enabling better collaboration for all employees in an insurance organization.

Ensuring the preservation of institutional knowledge with Mimecast Governance & Compliance Suite.

Addressing compliance, DLP and records retention – All in one tool.

Proactively support regulatory and corporate standards.

LEARN MORE

Problem

A non-profit healthcare network faced significant challenges in safeguarding patient information while navigating the complexities of HIPAA compliance during a time of heightened internal collaboration.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Reduced expenses**

Since the inception of HIPAA, violations that resulted in a settlement or civil monetary penalty totaled \$135 million.

- **Improved risk posture**

Companies with extended detection and response capabilities shortened the breach lifecycle by approximately 29 days.

- **Protected brand reputation**

A company's reputation accounts for 63% of its market value.

Helping a non-profit healthcare network ensure continued patient privacy in collaboration tools

Customer Story

During the pandemic, the nonprofit healthcare network relied heavily on collaboration tools to facilitate remote teamwork, leading to unintentional risks of exposing sensitive patient data. Mimecast Governance & Compliance Suite provided them with a proactive compliance solution, enabling them to identify and mitigate potential HIPAA violations such as sharing inappropriate content, screenshots, or files. This approach safeguarded patient privacy and reduced the risk of costly compliance breaches.



As a result, this healthcare network is now able to anticipate and proactively resolve future risks, mitigating the potential of violating HIPAA regulations through collaboration platforms, and ultimately reducing the risk of fines, brand damage, and legal exposure.”

Non-profit Healthcare Organization

Problem

A large, heavily regulated financial institution struggled to balance maintaining compliance and fostering a positive workplace culture while operating in a hybrid work environment.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved company culture**
88% of job seekers say a healthy culture at work is vital for success.
- **Reduced expenses**
The average SEC fine was \$9.1 million in 2022.

Preserving Workplace Culture at a Financial Institution While Protecting Sensitive Data

Customer Story

To maintain workplace bonds, the institution introduced Workplace from Slack. However, they recognized significant compliance risks tied to employees using it to discuss work-related topics, including potentially sharing sensitive data. Mimecast Governance & Compliance Suite played a pivotal role, allowing the organization to monitor and prevent the sharing of PII in near real-time while educating employees about acceptable platform use.



Our Risk and Security teams were confident that the tool could be used in a way that remained compliant with government regulations.”

Financial Institution

Problem

A nonprofit organization needed to identify and prevent instances of employees violating acceptable use policies on their collaboration tools.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved company culture**
88% of job seekers say a healthy culture at work is vital for success.
- **Improved risk posture**
The average risk incident costs a business more than \$500k.

Helping a non-profit uncover the context behind increasing acceptable use violations

Customer Story

To uphold compliance and security standards, a non-profit implemented Mimecast Governance & Compliance Suite to help identify violations of their acceptable use policy. Initially, they received only a few alerts on inappropriate conversations; however, they soon noticed a significant uptick in violations and needed to investigate further.

Using Mimecast Governance & Compliance Suite, their HR team made a problematic discovery: employees were not only able to invite their personal non-employee friends to the organization's collaboration platform, but they were actively inviting dozens of them.

With this valuable knowledge, they promptly enabled the appropriate security settings in their collaboration tools to ensure that only employees could access them, significantly reducing the risk of unauthorized access and potential data breaches.



We also implemented additional security measures, including two-factor authentication, and used this as a coaching tool for our acceptable use policy. "

Non-profit Organization

Problem

A nonprofit struggled to efficiently handle Data Subject Access Requests (DSARs) due to the lack of native data management capabilities in its collaboration tools.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Reduced expenses**

It costs an average of \$1,400 for organizations to manually process a single DSAR, with most taking more than two weeks to respond.

- **Increased efficiency**

Automating tasks saves 240 hours per year.

How a non-profit utilizes Mimecast Governance & Compliance Suite to easily fulfill data subject access requests

Customer Story

Employees can request a Data Subject Access Request (DSAR) at any time at this non-profit organization. The ability to search and export this information from collaboration platforms is important to fulfill these requirements, but the organization was unsure how to do this, as the functionality was not native to their tool.

Using Mimecast Governance & Compliance Suite, they were able to pull all the messages from and mentions of an individual user. Mimecast Governance & Compliance Suite made it possible for them to seamlessly filter by type of file as well as time period.

They could easily export the data to a CSV file and then distribute it as needed. With Mimecast Governance & Compliance Suite, the organization can now easily remain compliant and provide requested data while respecting the privacy of others.



We are also able to uncover this data quickly with limited resources, allowing us to reduce the amount of time necessary to fulfill a DSAR.”

Non-profit Organization

Problem

A tech company handling sensitive PII faced challenges in ensuring employees complied with security policies for data sharing in Slack.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved risk posture**
1:166 messages contain sensitive information.
- **Reduced expenses**
Organizations lose an average of \$5.87 Million in revenue due to a single non-compliance event.

Reducing the risk of fines due to non-compliance

Customer Story

A tech company supports government entities and handles personally identifiable information (PII) almost exclusively. They also hire seasonal employees annually, who are less likely to be familiar with their existing security policies.

While they have a solution to manage the risk of Fair Credit Reporting Act (FCRA) violations in email, they had no way to set up alerts on sharing of sensitive data in Slack.

Using Mimecast Governance & Compliance Suite, they developed policies and rules to alert in real-time if employees have shared social security numbers, driver's license numbers, and passport numbers within Slack. As a result, they have seen time savings and risk reduction by automating PII event notifications and incorporating Slack data into their existing processes and solutions.



We were alerted to the conversations in near-real time, see the full context of the situations and immediately act by involving company leadership and local authorities."

Global Franchise Restaurant

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 violations.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **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.

Helping a Telecom provider investigate and safeguard confidential data

Customer Story

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

Mimecast Governance & Compliance Suite'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 Mimecast Governance & Compliance Suite found that employees also lacked a secure solution to keep track of customer information, opening the company up to greater compliance risks.

With Mimecast Governance & Compliance Suite, the company found the right solutions for employees to work more efficiently while safeguarding confidential information. They also deployed Mimecast'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.



"The company caught and remediated over 20,000 credit card shares last year through Mimecast Governance & Compliance Suite."

Global Telecommunications Organization

Problem

A financial services company struggled to manage varying data preservation requirements for regulated and non-regulated employees to ensure compliance with legal standards.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Increased efficiency**
Employees estimate that automating tasks saves 240 hours per year.
- **Reduced expenses**
Average SEC fine in 2022 was \$9.1 million.

Easily implementing retention policies for regulated employees

Customer Story

A financial services company needed to manage different data preservation requirements for its regulated and non-regulated employees. Regulated employees' data had to be preserved to comply with legal and SEC requirements, while non-regulated employees' data could follow standard retention policies.

Using Mimecast Governance & Compliance Suite, the company set up legal holds for regulated employees, ensuring their data was preserved as required by law. Simultaneously, they implemented rules to automatically purge non-regulated employees' data on a regular basis.

By leveraging data management features like legal holds and retention policies, the company successfully ensured compliance with SEC regulations while streamlining their data management processes.



We were also able to automate their remaining data retention needs, reducing lift on our already-stretched staff."

Financial Services Organization

Problem

The global pharmaceutical company was focused on ensuring the safety and well-being of its employees in Russia and Ukraine during the Russo-Ukrainian war in 2022, needing to mitigate insider threats and maintain respectful, factual conversations on their internal collaboration platform amidst prevalent rumors.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Reduced employee attrition**
Effective communication generates 4.5 times higher talent retention.
- **Improved company culture**
85% of employees with access to collaborative tools are more likely to perceive themselves as happy in the workplace.
- **Reduced expenses**
Non-compliance costs are over 2x greater than what firms typically pay to stay in compliance.
- **Protected brand reputation:**
A company's reputation accounts for 63% of its market value.
- **Reduced expenses**
Cyber-attacks such as phishing cost large organizations almost \$15 million annually, or more than \$1,500 per employee.

Enabling better collaboration for all employees in an insurance organization

Customer Story

A large insurance company had approximately 5,000 regulated employees who were prohibited from using the direct messaging feature within their collaboration platform due to the lack of archiving capabilities. However, they noticed that younger employees preferred direct messaging, making this policy challenging for them.

To support these employees in their work, the company sought a solution that could regularly archive their content. Mimecast Governance & Compliance Suite provided the necessary functionality with its granular data management capabilities.

After segmenting users into regulated and non-regulated employees, the IT team established a tailored data management policy for the direct messages of regulated employees.



Allowed us to aid in employee success by allowing us to collaborate in the ways that worked best for us, while also ensuring that we both purged and preserved the data we need to."

Insurance Organization

Problem

An international bottling company faced regulatory requirements to purge collaboration data every 30 days, risking the loss of crucial historical context.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Reduced expenses**

Reducing data storage costs and non-compliance fines can save companies millions of dollars annually.

- **Improved company culture**

Sharing and preserving institutional knowledge improves collaboration & enables faster decision-making.

Ensuring the preservation of institutional knowledge with Mimecast Governance & Compliance Suite

Customer Story

An international bottling company was required by local regulations to purge their collaboration platform's direct message and chat data every 30 days.

However, their platform lacked the ability to differentiate between chat data and data stored in public channels, resulting in the loss of valuable historical context from public channels each month.

To protect this data, the company partnered with Mimecast Governance & Compliance Suite. Mimecast's granular records retention capabilities allowed them to specify retention periods for different areas of their platform.

They successfully set retention rules based on channel, source, and more.



The company was able to comply with regulatory requirements but still preserve extremely important institutional knowledge that existed throughout our collaboration platform."

International Bottling Organization

Problem

A large European beverage company struggled to ensure GDPR compliance and acceptable use policies on their collaboration tools amid multilingual communication.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved risk posture**
1:166 messages contain sensitive information
- **Improved company culture**
A single toxic employee can cost a company \$12K per year.
- **Reduced expenses**
Organizations lose an average of \$5.87 million in revenue due to a single noncompliance event.

Addressing compliance, DLP and records retention — All in one tool

Customer Story

A large European beverage company grew concerned about behavior observed on their collaboration tools, with GDPR compliance and internal acceptable use policies being top priorities.

They also sought to minimize IP loss by ensuring healthy discussions around competitors. Adding complexity, employees communicated in multiple languages. By partnering with Mimecast Governance & Compliance Suite, the company implemented multilingual rules to enforce internal policies. Flagged messages included threatening speech, trade secrets, and PII. With contextual insights, IT and Communication teams could efficiently review and address violations. Robust data management tools further ensured data retention was minimized to comply with regulations.

The team successfully reduced the sharing of PII and sensitive data to “almost zero.”



We were able to quickly address cases of inappropriate behavior, leading to safer and happier employees.”

European Beverage Organization

The Mimecast logo consists of a red rounded rectangle with the word "mimecast" in white lowercase letters. A small registered trademark symbol (®) is located at the top right of the word.

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