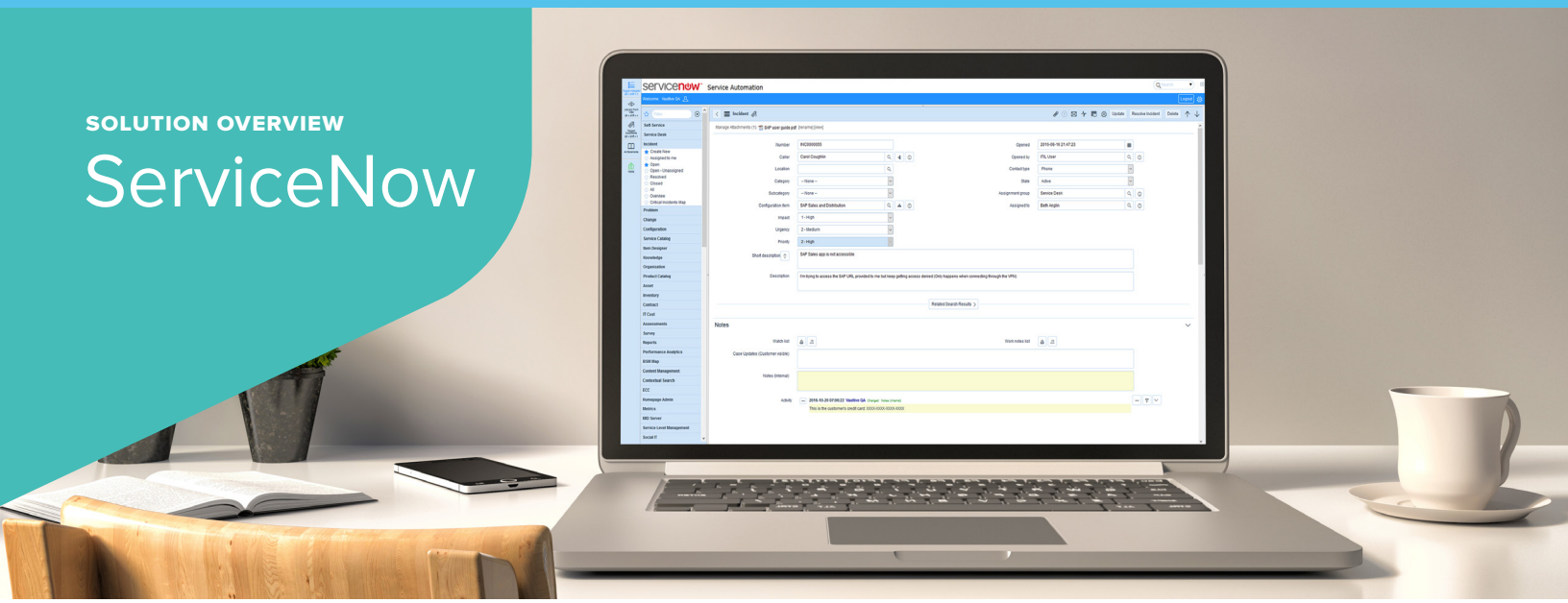
SOLUTION OVERVIEW

ServiceNow



Protecting ServiceNow with Vaultive

Key Benefits

- **Eliminate barriers to ServiceNow adoption by maintaining control of encryption keys**
- **Apply industry best practices as outlined by the Cloud Security Alliance**
- **Prevent unauthorized disclosure of your organization's ServiceNow data**
- **Comply with industry and data residency regulations**
- **Secure data without impacting ServiceNow user experience**

ServiceNow Cloud Data Security Challenges

By default, ServiceNow is a secure SaaS application, but moving to the cloud also means giving up control over your data and who can access it. Because of this, many organizations are held back from adopting ServiceNow and other leading SaaS applications for security and compliance reasons.

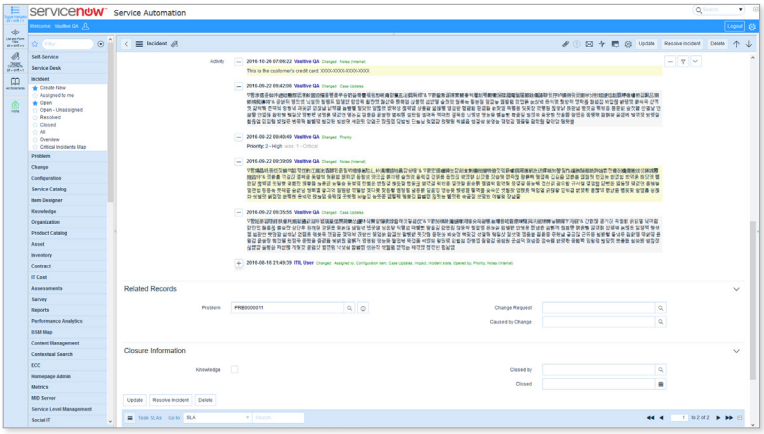
Vaultive gives your IT Team direct control over ServiceNow data and helps your organization:

- Ensure best practices for securing and governing ServiceNow data
- Meet data residency and privacy regulations in an evolving landscape
- Sanction responses to government and court-ordered subpoenas for cloud data
- Adhere to industry-specific regulations

Vaultive

SOLUTION OVERVIEW

ServiceNow



Vaultive for ServiceNow

Vaultive's offering supplements ServiceNow's native security capabilities with additional auditing and policy capabilities, as well as advanced cloud encryption that gives our customers sole custody of their encryption keys. This includes:

- Searchable and sortable encryption of text fields in incidents, problems, requests, and tasks
- File attachment encryption
- Secure handling of incoming and outgoing emails, including automatic creation of cases with encrypted data
- IT help desk chat session encryption
- Activity auditing and logging

Removing the Barriers to ServiceNow Adoption with Vaultive

CLOUD DATA SECURITY & PRIVACY

Security best practices call for a separation of controls between the administrator managing the cloud environment and the security professionals managing the encryption keys. Vaultive supports this by encrypting cloud data for the entire duration of its lifecycle while the organization retains control and ownership of the encryption keys, ensuring that only your authorized users have access to clear text data.

UNAUTHORIZED DATA DISCLOSURE

Cloud service providers are required by law to comply with subpoenas and other requests by the government to turn over customer data, including data subject to attorney-client privilege. In some instances, the cloud provider may even be expressly prohibited from notifying their customers. With Vaultive, because the keys are managed by the data owner, any data provided by ServiceNow in response to a subpoena is encrypted, and officials are forced to route their request directly to the Vaultive customer to supply decrypted data.

DATA RESIDENCY REGULATIONS

Multi-national organizations are faced with the challenge of complying with evolving privacy and data residency regulations. Vaultive encrypts data in each jurisdiction per the requirements and regulations of the region, and the encryption keys are held within that territory. The platform can support multiple instances of the appliance in geographically distributed environments. This ensures that even when ServiceNow can't guarantee your data won't fail over to another geography data residency requirements are still met, including the proposed EU General Data Protection Regulation.

INDUSTRY-SPECIFIC REGULATIONS

Vaultive helps customers in regulated industries fulfill mandates, such as FDIC, HIPAA-HITECH, GLBA, and PCI-DSS, which include requirements for data protection technical safeguards. However, because ServiceNow also has clear text access to customer data, auditing and other challenges can emerge. Vaultive ensures data never leaves an organization unencrypted and audit logs allow customers to maintain visibility beyond their on-premises perimeter, providing a strong and defendable mitigation measure if industry-specific compliance is challenged.

Ready to learn more? Request a Vaultive demo today.
sales@vaultive.com • www.vaultive.com

Vaultive