

Secure Email for Salesforce

When organizations need to send information stored in Salesforce out to customers or partners, they face security challenges. The content may contain information that qualifies as personally identifiable information (PII) or protected health information (PHI) protected by regulations. If this data is transmitted unencrypted it's a violation of HIPAA, PCI, and other industry regulations. Worse yet, a data breach could cause substantial and costly damages to subscribers and the enterprise.

Even though Salesforce email now ships with the opportunistic TLS (Transport Level Security) protocol not all recipient email environments support TLS, so those emails are sent unprotected. The truth is, if you think TLS is encrypting all your email, around 10-15% of your email is actually being sent unencrypted, and you're out of compliance.

Solution: SecureMail for Salesforce

The best way to ensure that **all** of your information sent from Salesforce meets HIPAA compliance is to implement a dedicated secure email solution. DataMotion SecureMail integrates easily with Salesforce, and also offers an optional policy-based content filtering DLP function to automatically scan and encrypt email. There's nothing to download for the recipients, and it provides a seamless mobile experience with no app required.

Use Case: Securely sending information out of Salesforce

A salesperson at a health insurance company just completed a contract in Salesforce and now needs to send it to the member customer. It's hard to train the sales team to make judgement calls as to which contracts should or shouldn't be sent via standard email. They just want to close deals and move to the next sale. But this particular contract contains sensitive health information so if it's sent using regular email, that's a HIPAA violation.

The [DataMotion SecureMail Gateway](#) shown in the diagram performs the role of a content filter that inspects the content of outgoing messages and determines if they need to be sent securely or not. All outgoing messages are routed through the SecureMail Gateway, so this particular contract would be flagged for secure delivery.

Solution Highlights

- Brings all email into regulatory compliance
- Exchange sensitive info with virtually any endpoint, service or application
- Overlays existing Salesforce workflows and email infrastructure
- Rapid deployment as a service, or as dedicated instance in public or private clouds

Features and Benefits

Policy filter scans all outbound email and attachments from Salesforce for sensitive information

Policy filter equipped with standard lexicons and easily customized filters

Overlays existing email services and Salesforce implementations

SafeTLS feature makes security virtually transparent for the recipient

Transactions are fully logged and tracked for business intelligence and audit purposes

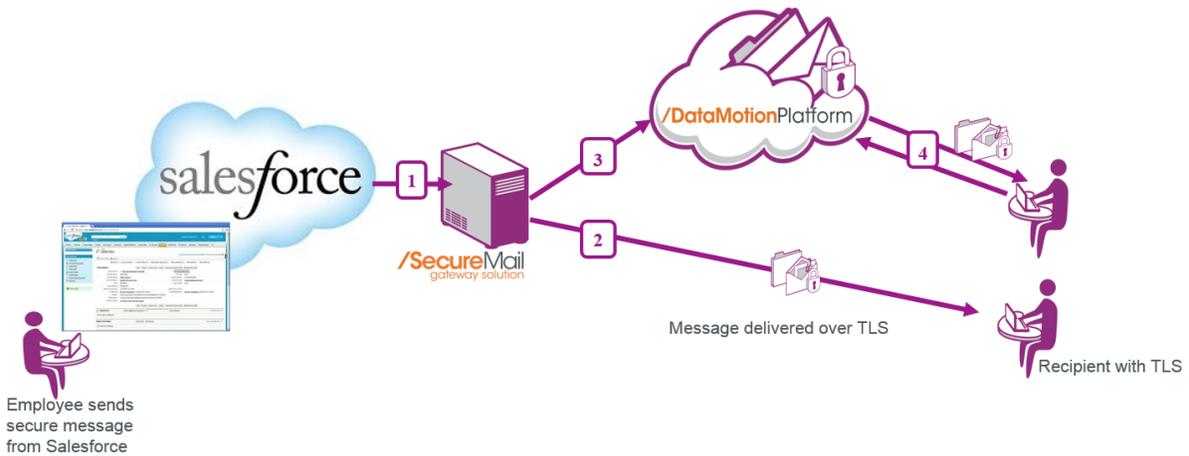
Ensures regulatory compliance for emails and attachments originating from Salesforce

Secure, compliant data transfer for HIPAA/HITECH, PCI, GLBA, FERPA, etc.



How It Works

1. The [DataMotion SecureMail Gateway](#) inspects all outgoing messages and file attachments (step 1) to determine if they need to be sent securely, or if any of the data inside the messages needs to be de-identified.
2. If the message needs to be sent securely, a check is performed to determine if the intended recipient accepts TLS delivery. If so, then the message arrives in the recipient's inbox (step 2) and the transaction is complete.
3. If TLS delivery is not an option, the message is routed for encryption through the DataMotion platform (step 3) for delivery through the SecureMail portal (step 4). The recipient can securely retrieve the message with a simple login from their desktop or mobile device



This is just one deployment example. Your workflows may be different, and the DLP gateway filtering is optional. To discuss your specific needs, contact DataMotion at the number below, and we'll be happy to suggest a solution that works for you.

Solution Summary

The need for HIPAA-compliant secure messaging integration with Salesforce is driven by the ever-increasing demand for compliance with HIPAA privacy and security regulations. Such integration is easily achievable in a variety of ways via DataMotion SecureMail and DataMotion Web Services APIs. The available integration methods can satisfy the needs of Salesforce healthcare and life sciences customers to facilitate the workflows and enable interactions on subscriber mobile or desktop endpoints.

www.datamotion.com 800-672-7233

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CONTACT US WITH QUESTIONS:

Toll-Free: 1.800.672.7233 Tel: 1.973.455.1245 Fax: 1.973.455.0750
 Email: sales@datamotion.com www.datamotion.com
 DataMotion, Inc. 200 Park Ave Florham Park New Jersey 07932