# CIPHERCLOUD FOR SERVICE NOW

## Accelerate and expand ServiceNow cloud automation

*ServiceNow has revolutionized the IT service model, enabling you to automate any process and deliver it as a service. CipherCloud for ServiceNow helps you expand the use of ServiceNow processes that handle private, sensitive, or regulated data. Now you can deliver operational efficiency across your entire enterprise while ensuring data security and compliance.*

CipherCloud for ServiceNow helps you to expand use of ServiceNow for business processes that handle private, sensitive or regulated data. Now you can deliver increased operational efficiency across your entire enterprise while ensuring data security and compliance.

## Secure workflows across ITSM, CMDB, HRSM and more

CipherCloud for ServiceNow adds another layer of data protection and monitoring that enables organizations to automate confidential business process while preserving usability and automated processes.

### Advanced Encryption
CipherCloud has pioneered advanced data protection methods enabling customers to encrypt and tokenize fields before sending data to the cloud.

### Zero-knowledge Protection
CipherCloud gives customers exclusive control over encryption, decryption and keys. This addresses unauthorized access or forced legal disclosure without the organizations knowledge.

### Data Residency
CipherCloud ensures firms can maintain strict compliance for data residency and other important privacy regulations using tokenization.

### User Operations Preserved
CipherCloud preserves searching, sorting, reporting and charting on encrypted and tokenized data. Sorting is supported on multiple field types including string, numeric and date fields.

### Automated Processes Preserved
CipherCloud supports inbound and outbound email encryption for email to case processes.  In addition, the solution preserves the use of workflows, dot walking and variables on encrypted fields.

### User Activity Monitoring
CipherCloud supports user and entity monitoring and anomaly detection via native integration with ServiceNow APIs.

## Support for the ServiceNow Cloud and Enterprise Ecosystem

CipherCloud works across the ServiceNow platform, providing deep integration with ITSM, CMDB, HRSM and more. The extensible CipherCloud platform supports integration with enterprise systems including on-premises database and system management tools.

## How CipherCloud for ServiceNow Works

CipherCloud combines inline gateway protection of sensitive data with application awareness via APIs for monitoring and anomaly detection. The solution works to transparently protect users and safeguard data while preserving a seamless ServiceNow user experience.

## Advanced Encryption and Tokenization

CipherCloud data protection provides the capability to flexibly choose between encryption and tokenization of an enterprise's sensitive data before it goes to the cloud. CipherCloud's strong encryption includes granular field-by-field options for preserving formats, partial field encryption and options to preserve searching and sorting.
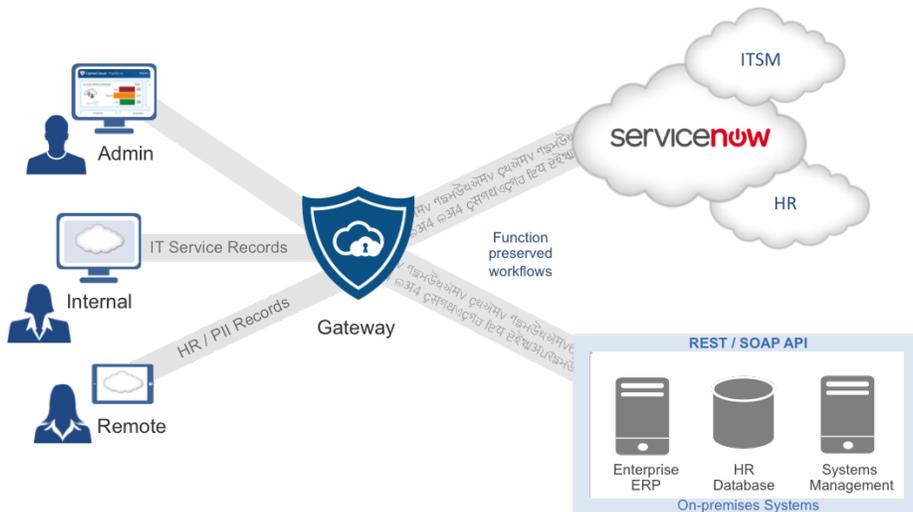
Figure 1.CipherCloud protects sensitive data before it is sent to the cloud.

CipherCloud also provides tokenization options to meet stringent data residency requirements. The original data and mappings for the tokens are stored locally in a protected database.

## User Activity Monitoring and Anomaly Detection

CipherCloud provides activity monitoring and anomaly detection for users, reports, and devices. An intuitive drill-down dashboard helps you spot unusual activity including excessive downloads, content usage trends and geographic anomalies.

# Key Features

**FIPS 140-2 Validation:** CipherCloud is the first cloud data protection vendor to have achieved FIPS 140-2 Level 1 validation—a rigorous and lengthy process.

**AES 256-bit Encryption:** Multiple encryption options preserve the format and search-ability of protected data. Encryption keys always remain within the enterprise, not with CipherCloud or a service provider.

**Tokenization:** Substitutes randomly generated values for the original data, which stays within the enterprise boundary.

**Enterprise Key Management:** Compliant with NIST standards, support for key storage on KMIP-compliant servers.

**High-performance Architecture:** Highly scalable platform, supports high-throughput deployments with extremely low latency.

**Multi-instance:** Support for separate key management, security policies and token databases for each ServiceNow instance. Separate business owners can manage keys for the data they own.

**Flexible Policy Controls:** Policies can be applied on a granular per-field basis. Flexible options allow for searching and sorting across multiple data types. Supports both structured and free-form fields.

**User Activity Monitoring:** Detailed analysis of ServiceNow user and content activity and visibility into suspicious behavior.

**Web Services Integration:** APIs supports integration into on-premises systems, enabling organizations to extend security to enterprise database and system management solutions.

**Cloud Malware Detection:** Integrated malware detection scans all file content uploaded to ServiceNow.

CipherCloud is the industry leader in enabling cloud adoption by ensuring data protection, visibility and compliance. CipherCloud delivers a comprehensive multi-cloud security platform that integrates advanced data protection, content control, monitoring, cloud discovery and risk analysis. As the technology pioneer in searchable, strong encryption and tokenization technologies, CipherCloud is the only cloud security vendor to have received FIPS 140-2 validation.

CipherCloud has unrivaled market leadership with over 3 million business users across 25 countries, in industries including banking, finance, insurance, healthcare, pharmaceuticals, telecommunication and government.