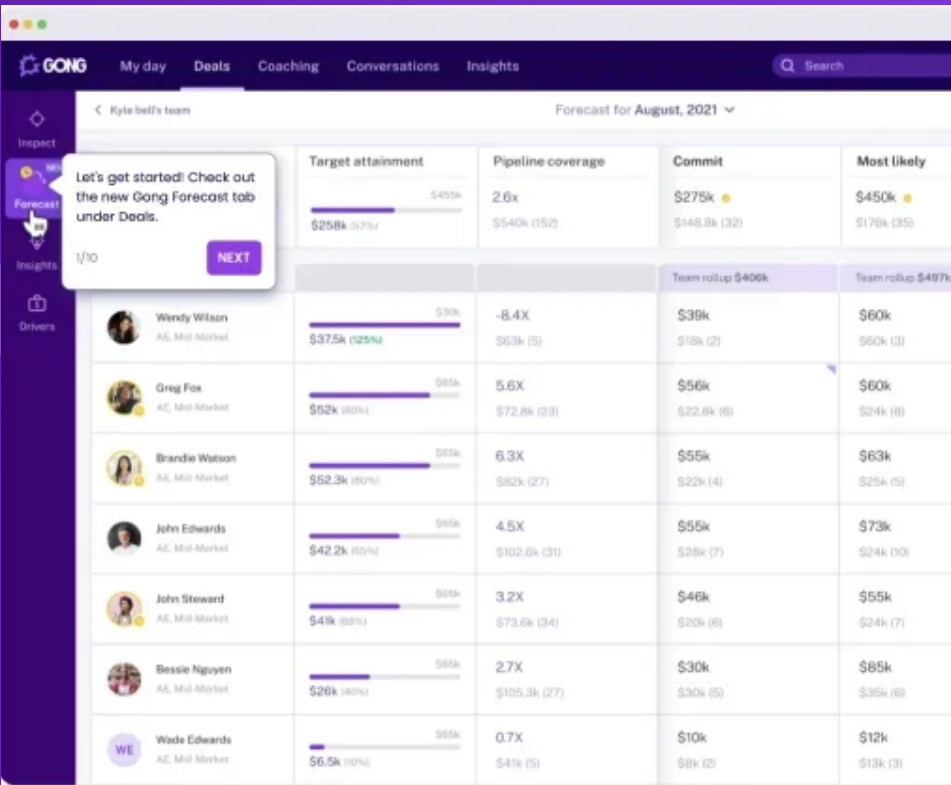**GONG**

# Gong Automates Access to Data Accelerating Time-to-Value Securely

Managing sensitive customer data through just-in-time access control, increased productivity, and seamless compliance.

## Company Background

Gong unlocks reality to help people and companies reach their full potential. The Gong Reality Platform™ autonomously empowers customer-facing teams to take advantage of their most valuable assets — customer interactions, which the Gong platform captures and analyses. Gong then delivers insights at scale, enabling revenue and go-to-market teams to determine the best actions for repeatable winning outcomes.

More than 3,000 innovative companies like Morningstar Inc., Paychex, LinkedIn, Shopify, Slack, SproutSocial, Twilio, and Zillow trust Gong to power their business reality. For more information, please visit www.gong.io.

**Size:**
1000-5000 employees

**Location:**
San Fransisco, California

**Industry:**
Software Development

## Business Need

The value of Gong's Reality Platform™ comes from its ability to provide autonomous insights and reality-based guidance using a variety of information sources such as calls, emails, chat communications and CRM. Gong requires applying strict data access policies to ensure sensitive customer data is secured across diverse analytic and production environments.

Gong needed a solution that would automate data access enabling them to accelerate the time-to-value of their data. Also, compliance regulations necessitated that Gong provide comprehensive auditing and reporting, which is further complicated by their diverse analytic and production environments. They needed a solution that provides visibility over the entire data access process and the ability to trace the path of access from audit logs to data access requests across multiple data stores such as Postgres, Snowflake, Elastic, and MongoDB.

## Automated Access Control with Satori

Gong wanted a reliable, easily implemented solution to secure sensitive customer data that was reusable across all Gong environments.

Satori enables Gong to assert control over their data and data access and ensure that sensitive customer data is secured. Satori's data security platform provided Gong with just-in-time automated access control through the data portal to ensure secure and timely access controls to increase productivity. Further, Satori's platform enabled Gong to generate audit data transparently and simply, to meet security and compliance requirements in days.
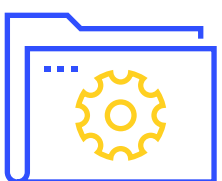
## Technical Needs

Centralized query-level audit logs ensure transparency about who is accessing data and why, to meet security and compliance requirements.

Support for data stored on Postgres, Snowflake, Elastic, and MongoDB, with integrations for Okta, Tableau, DataGrip and other tools.
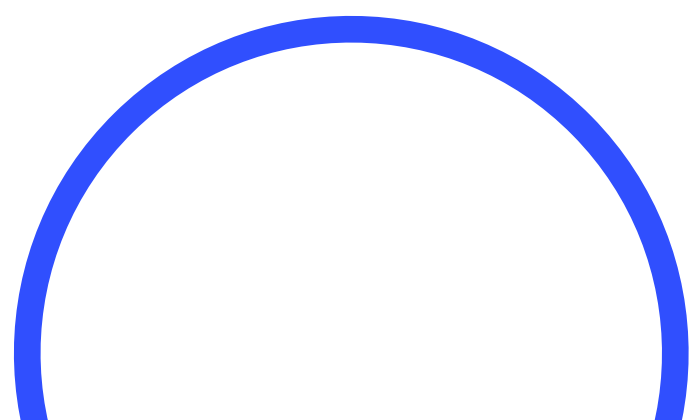
# Benefits of Satori's Platform

**1** Just-in-time access control through the data access portal.

**2** Seamless integration with user identity from Okta - no need to create the users in Satori.
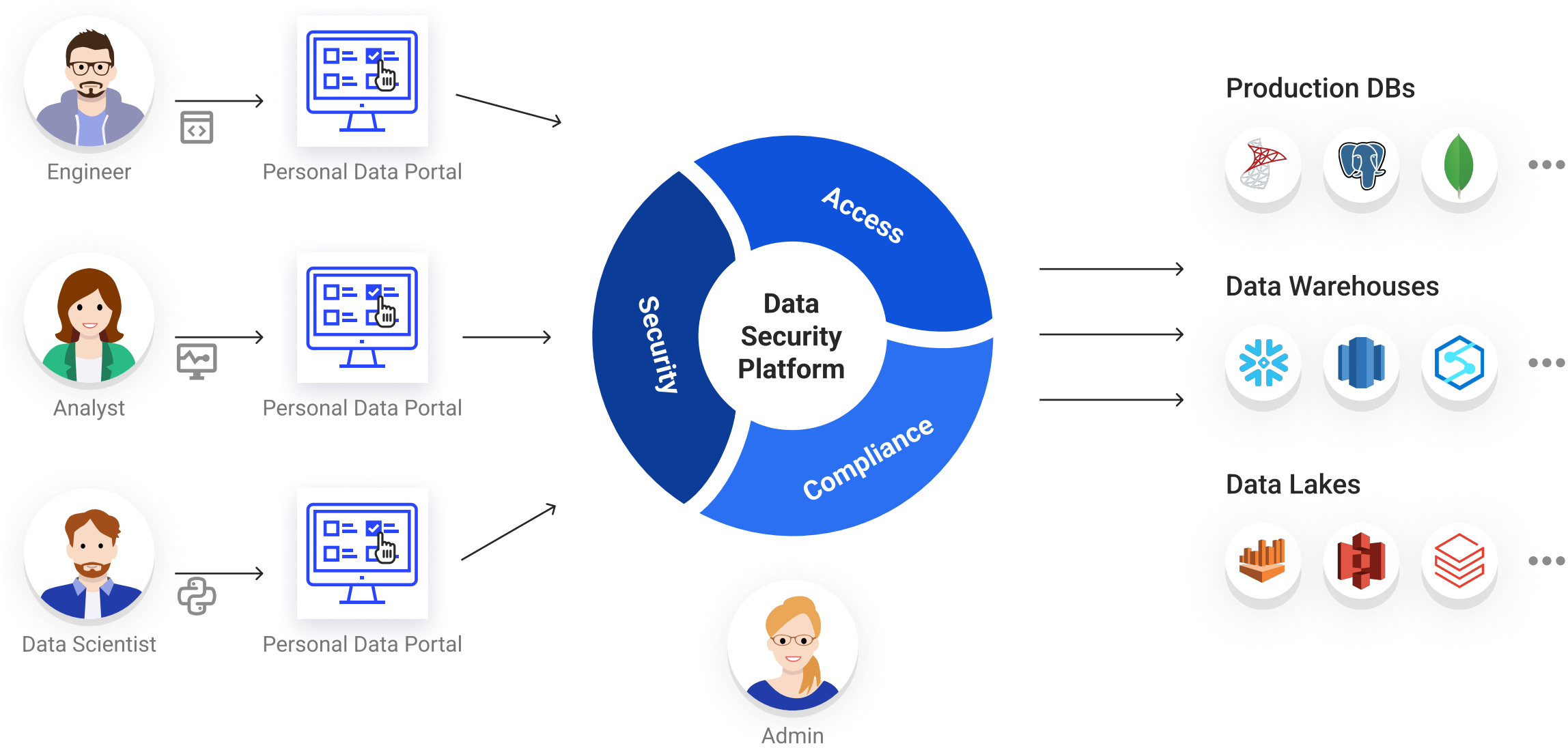
**3** Reliable, simple and quick deployment of security policies that are reused across all Gong environments.
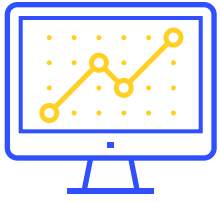
**4** Audit log capabilities to meet security and compliance requirements in days.

**5** Classify sensitive data so that audit reports and data meet Gong's security and compliance requirements.

**6** Dynamic data masking to protect sensitive data.

**7** Non-intrusive deployment allows Gong to continue working with their preferred BI and client tools, including Tableau, DataGrip and Python, without additional training or query changes.



Engineer → Personal Data Portal

Analyst → Personal Data Portal

Data Scientist → Personal Data Portal

Data Security Platform
Access
Security
Compliance

Admin

Production DBs

Data Warehouses

Data Lakes

# Result

In March 2022 Gong deployed Satori as their Data Security solution in 6 to 12 weeks to manage just-in-time access control and auditing across four different data platforms including Snowflake, Postgres, Elastic, and MongoDB. Satori's Data Security platform delivers secure access to sensitive data for hundreds of users and thousands of queries daily. Gong accelerated the adoption of Satori's system as a one-stop solution to various data stores.

The security team configures and maintains the access controls and data masking rules as part of the security policy for each role in the organization using Satori's intuitive GUI. Satori integrates with Okta to retrieve users' organizational affiliations.

Satori's Data Security platform delivers the following business functionality for Gong:

1 Improving security while increasing productivity with just-in-time access through the self-sufficient data access portal based on the user's identity, department, function, and data type.

2 Meeting security and compliance requirements by creating audit logs for all access activity using Satori.

3 Creating custom data classification so that reports and audit data are generated per Gong requirements.

4 Securing sensitive PII data access in real time by applying masking policies for queries.

Additionally, the privacy, security, and compliance teams utilize pre-built reports for monitoring access to sensitive PII and financial data.

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With Satori's Data Security Platform we enable access to sensitive data in a secure, controlled and audited way, thus ensuring we meet all our compliance and security requirements.

**GONG**

**Jack Leidecker,** CISO, Gong