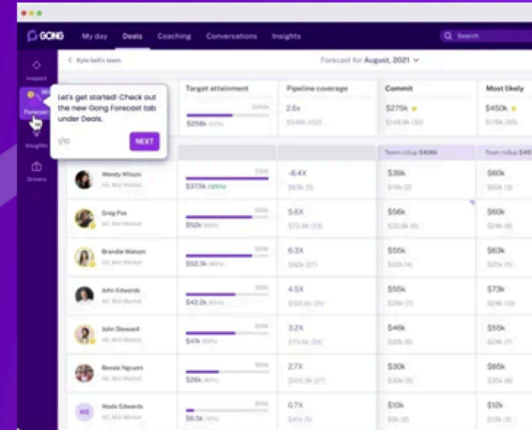




# Gong Automates Access to Data Accelerating Time-to-Value Securely

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](http://www.gong.io).

### Size:

1000-5000 employees

### Location:

San Francisco, California

### Industry:

Software Development



## Business Requirements

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 the application of strict data access policies to ensure sensitive customer data is secured across diverse analytics 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 required that Gong provide comprehensive auditing and reporting, which is further complicated by their diverse data landscape.

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 PostgreSQL, Snowflake, OpenSearch, and MongoDB.

## Automated Access Control with Satori

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

Satori enabled 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. Satori's Data Security Platform also enabled Gong to easily generate evidence to meet security and compliance auditing requirements within days.

## Technical Requirements

Centralized query-level audit logs ensure transparency for who is accessing data and why.

Support for data stored in PostgreSQL, Snowflake, OpenSearch, and MongoDB, with integrations to Okta, Tableau, DataGrip and other tools.

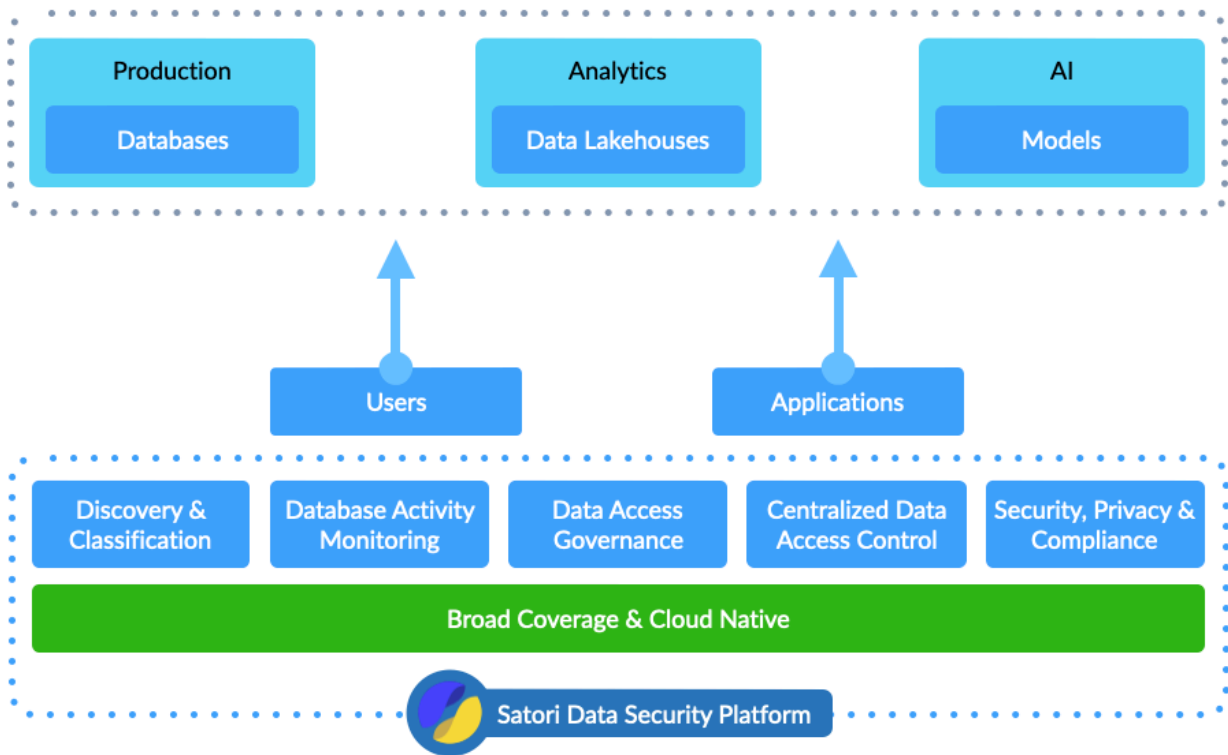


## Satori Data Security Platform

The Satori Data Security Platform provides Gong with enhanced security, seamless compliance, and frictionless data access management.

| Satori Capabilities Leveraged by Gong |  |
|---------------------------------------|--|
|                                       | Just-in-time access control through the Satori Data Portal and Slack integration.  |
|                                       | Federated authentication using Okta.   |
|                                       | Reliable, simple and quick deployment of security policies that are reused across all Gong environments.   |
|                                       | Data Activity Monitoring (DAM), Data Discovery and Classification to meet security, privacy and compliance requirements.                                 |
|                                       | Dynamic data masking to protect sensitive data.  |
|                                       | Satori's non-intrusive deployment allows Gong to continue working with their preferred BI and client tools without additional training or query changes. |





|  | Main Features   |
|--|---|
|  | <b>Data Discovery &amp; Classification</b><br>Continuously discover and classify data with high accuracy  |
|  | <b>Database Activity Monitoring (DAM)</b><br>Real-time, agentless and zero-impact monitoring for cloud and on-prem data stores.                               |
|  | <b>Data Access Governance</b><br>Track who has access to what data and how to reduce overprivileged access.   |
|  | <b>Centralized Data Access Control</b><br>Manage permissions, enforce access policies and implement just-in-time access workflows.                            |
|  | <b>Security, Privacy &amp; Compliance</b><br>Enforce security and privacy policies to maintain compliance with real-time controls and auditing.               |
|  | <b>Broad Coverage &amp; Cloud Native</b><br>Satori supports databases, data lakes, data warehouses and AI models across multi-cloud and on-prem environments. |



## The Bottom Line

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, PostgreSQL, OpenSearch, and MongoDB. Satori's Data Security Platform delivers secure access to sensitive data for hundreds of users.

Gong accelerated the adoption of Satori's Data Security Platform as a one-stop solution for 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 user interface (UI). 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.

*"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".*



Jack Leidecker, CISO, Gong

