

CUSTOMER STORIES

# How MineOS helped Global-e to classify, map, and validate sensitive data in 2 months

## GLOBAL-E

<b>COMPANY</b> GLOBAL-E	<b>INDUSTRY</b> SOFTWARE TECH	<b>GEOGRAPHY</b> WORLDWIDE
<b>EMPLOYEES</b> 1000+	<b>TEAMS ENGAGED BY MINEOS</b> LEGAL, SECURITY, IT, ENGINEERING	

### Automated data discovery

Identified all unmanaged shadow IT SaaS, non-business apps and company entities

### Complete data classification

Classified data to 100% confidence and visibility levels, preventing data from specific systems

### Switched on live reports

Transitioned from static ROPA and DPIA spreadsheets to live, dynamic reports.

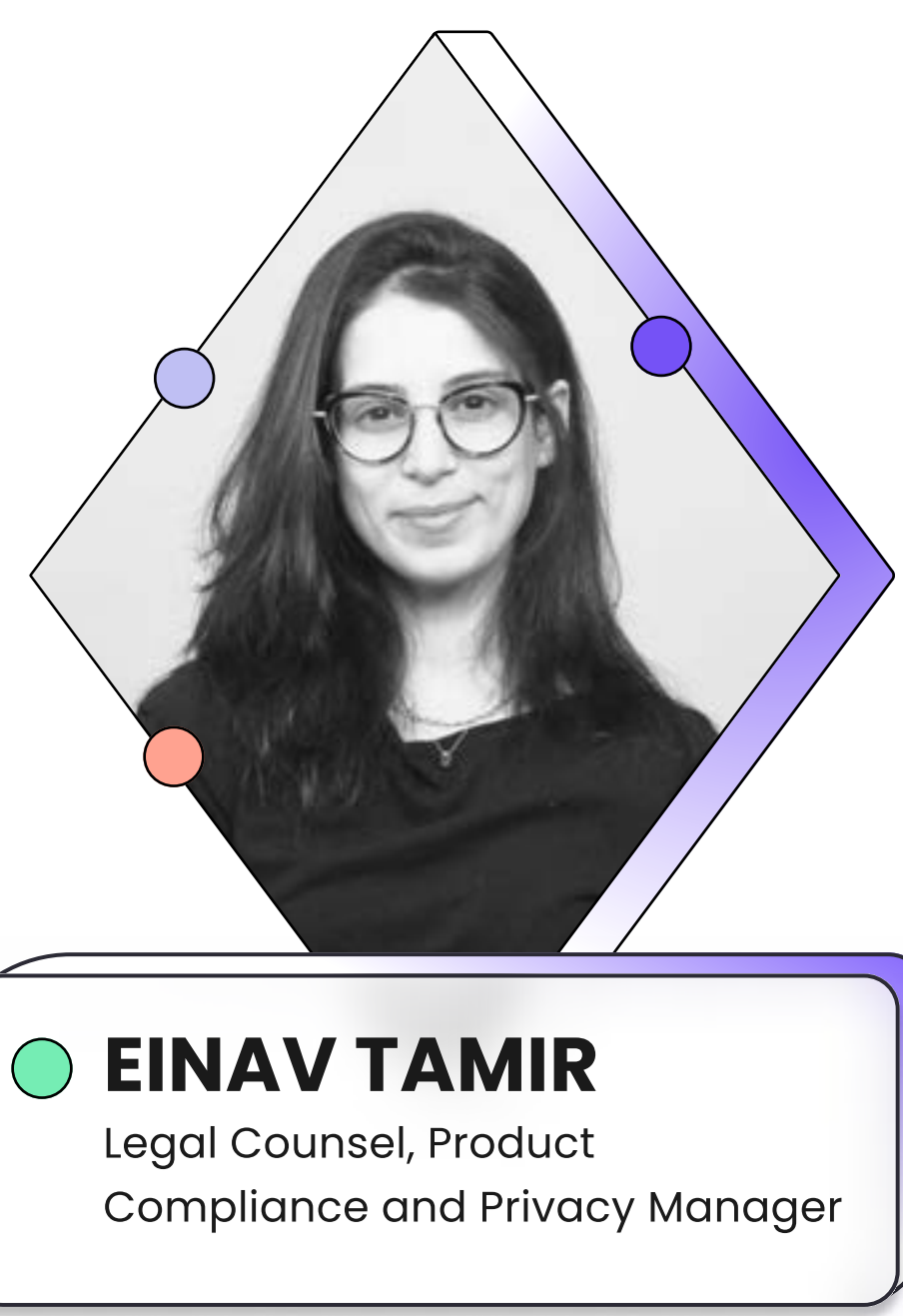
### Engagement and satisfaction

Increased engagement, comprehension and satisfaction with team privacy impact and workflows

"From the first demo, it's clear that Mine gets privacy. One of the things that's hard to miss is their deep familiarity with the challenges we were facing. It was great to see that the product and its privacy capabilities addressed our questions and needs before we could raise them. MineOS is intuitive and easy to use, and our team loves it."

## The needs

- Understanding of data and PII flows:** Global-e shares information and connects via APIs to different types of global service providers across the world.
- Understanding data types:** Global-e has hundreds of data sources and systems that require accurate and quick data classification for multiple teams.
- Completing a ROPA quickly:** Global-e sought to understand what processing activities were more "sensitive" and also to define what they considered sensitive.
- Building an inventory of systems:** Scanning the organization and building its inventory to make sure all systems are discovered and managed in the privacy program
- Gaining vendor and database insight:** Global-e needed visibility of all their main vendors and their respective databases, as well as multiple vendors for transaction completion.
- Sharing data insights:** With all of the data insights the organization compiled, they needed a solution to elegantly share data control and understanding with their clients.
- Automating repetitive tasks:** They needed an online, automated solution to start an accountable and resilient process.



## The challenge

As a global eCommerce leader, Global-e faced challenges in addressing the complexity of challenging implications of data transfers across its many regions of operation. The company had a manual data mapping process, which was time-intensive and ineffective.

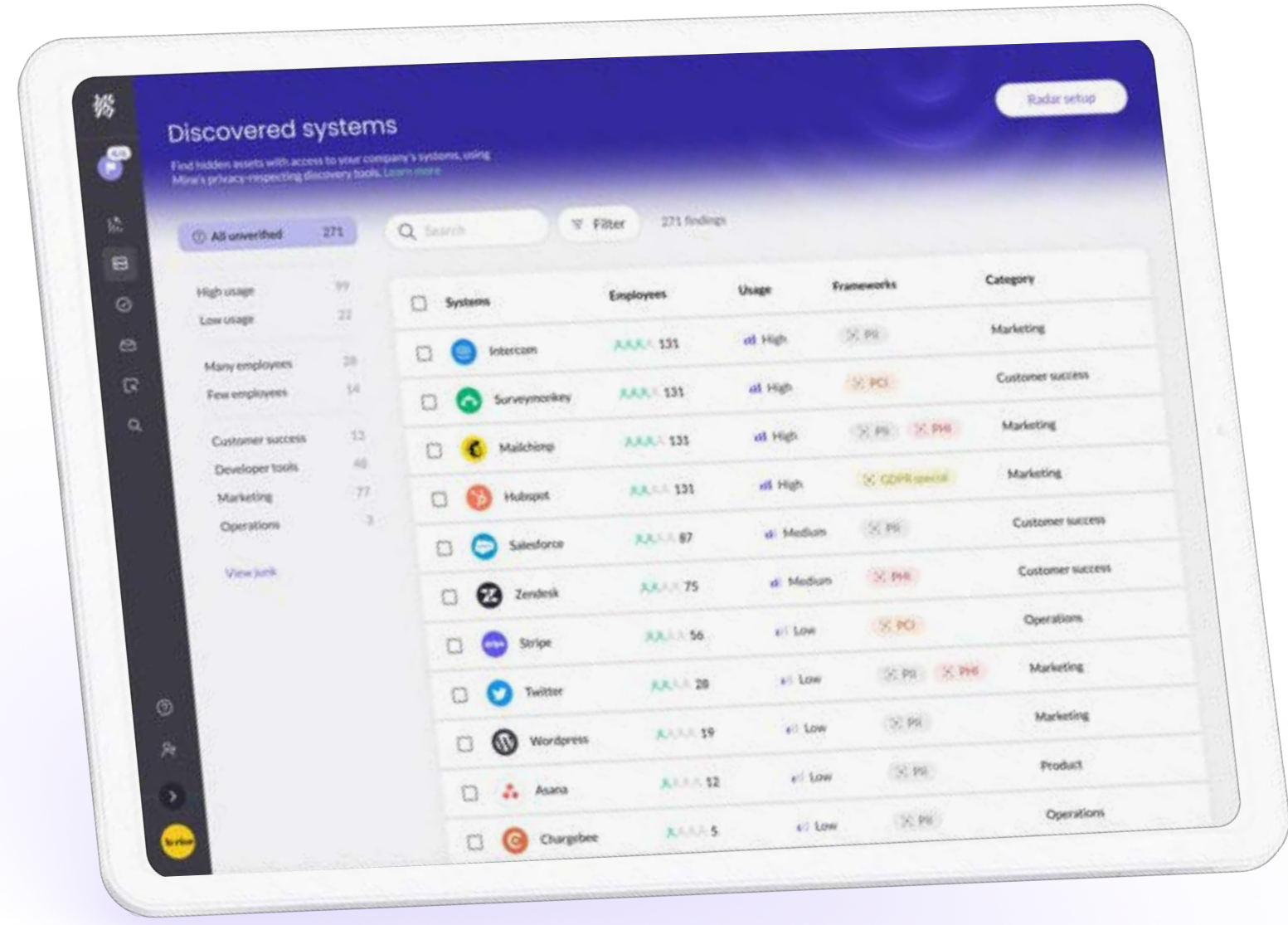
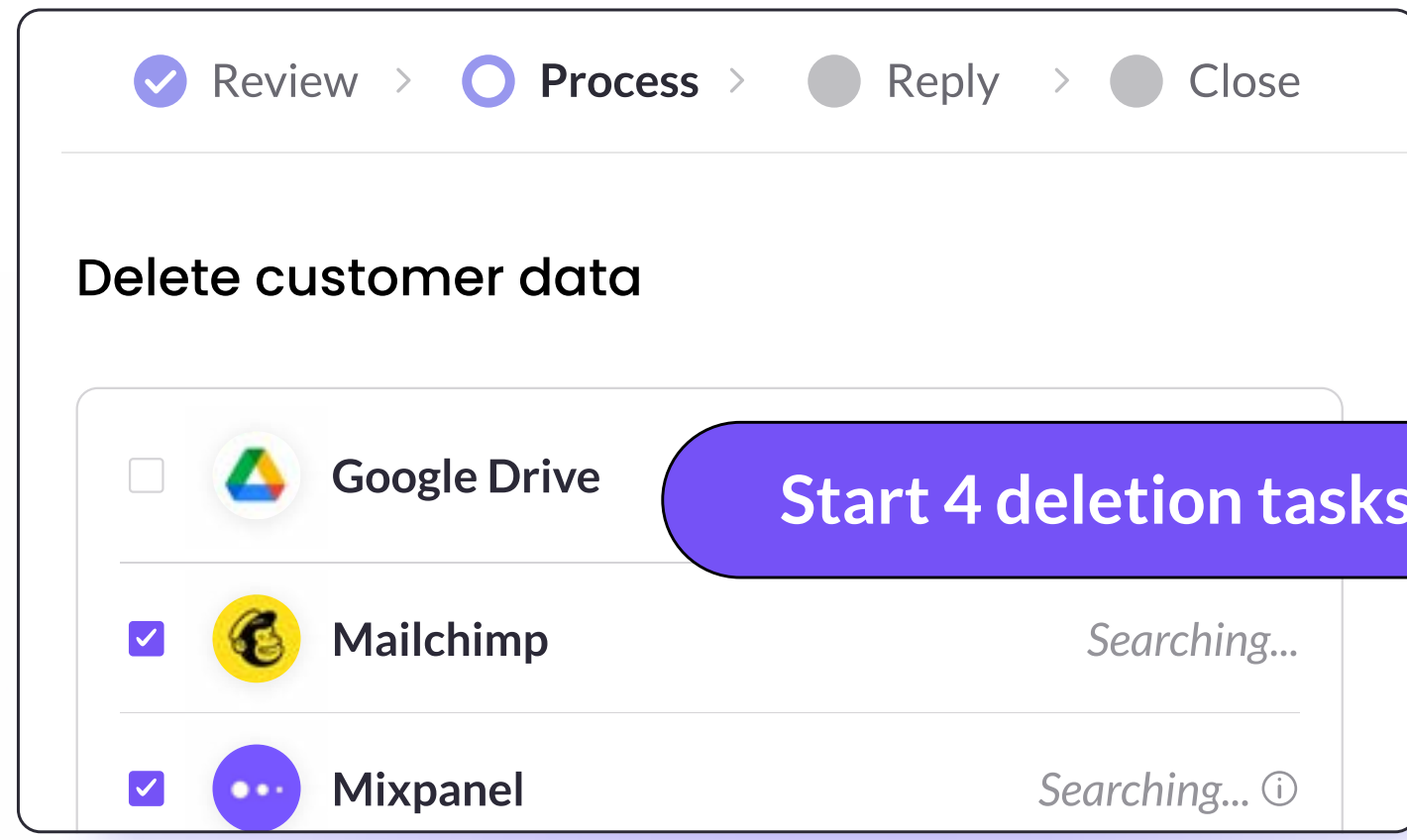
## The search for the right solution

There was a critical need for a solution that could provide these important insights into Global-e's company data. There was also a requirement to be user-friendly for multiple teams, pushing Einav to research available tools in the market.

Multiple vendors approached the team, and they went through demo processes. MineOS stood out for its capabilities, visualization features, demo, and team. Oded Griffel, Global-e's General Counsel and DPO, was very impressed with MineOS's ability to map and classify over 90% of data sources.

Additionally, MineOS was able to customize parts of the system to fit specific Global-e needs.

Einav noted, "When we approached MineOS, we were very impressed by the ease of use and what can be uncovered with one click. During the POC, we were amazed by the data sources that were discovered. The system is intuitive, which is highly important."



## The MineOS advantage

MineOS provided Global-e with a comprehensive, scalable privacy solution by discovering and mapping all its data sources from scratch, including old vendors and personal software used by employees.

Einav added that "Mine provides a flexible and modular approach to working with its platform. First, we created the foundational blocks of inventory and classification. Once the inventory was classified, we felt much more comfortable with our systems and data, and we were ready to add the entire automation around DSR. Mine grows with our business needs."

With better visibility of its data processing and streamlined operations, privacy maintenance is now a significantly more automated and efficient process. It is also much more engaging for all departments, since it has many benefits not necessarily related to privacy, such as identifying shadow IT and security risks.

Employees appreciate the real-time insights and cross-departmental collaboration.

For Global-e, MineOS has truly transformed privacy from a cumbersome task into an effective and easily managed activity.

## Business Impacts

- Data Handling Understanding:** Global-e now has an intimate, continuous understanding of customer service data handling.
- Enhanced Relationships:** The working relationships between other departments and within the customer service team improved.
- PII Management:** Better identification and management of PII in various systems.
- Data Source Discovery:** Uncovered overlooked and potentially risky data sources, such as HR systems.
- Internal Process Improvement:** Faster, smoother internal processes related to collaboration on RoPA activities and data classification.

### MineOS Bonus Benefits

"Mine worked with our R&D team to address specific aspects of our custom systems to support our data mapping needs. That made MineOS tick all boxes and matched Global-e needs, which was great"

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"...to have all this information in one place makes my job so much easier"

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## Want to learn more about MineOS?

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