

CUSTOMER STORIES

How OluKai Simplified their CCPA & CPRA Compliance with MineOS

95%

more efficient with automations

5

days only to go live with the solution



COMPANY OluKai.com	MAIN COUNTRIES OF OPERATION US & Canada	
INDUSTRY Retail	INVOLVED TEAM Technology team	SIZE 100-200

“We needed an easy-to-use, automated tool and workflow for the DSAR process.”

The need

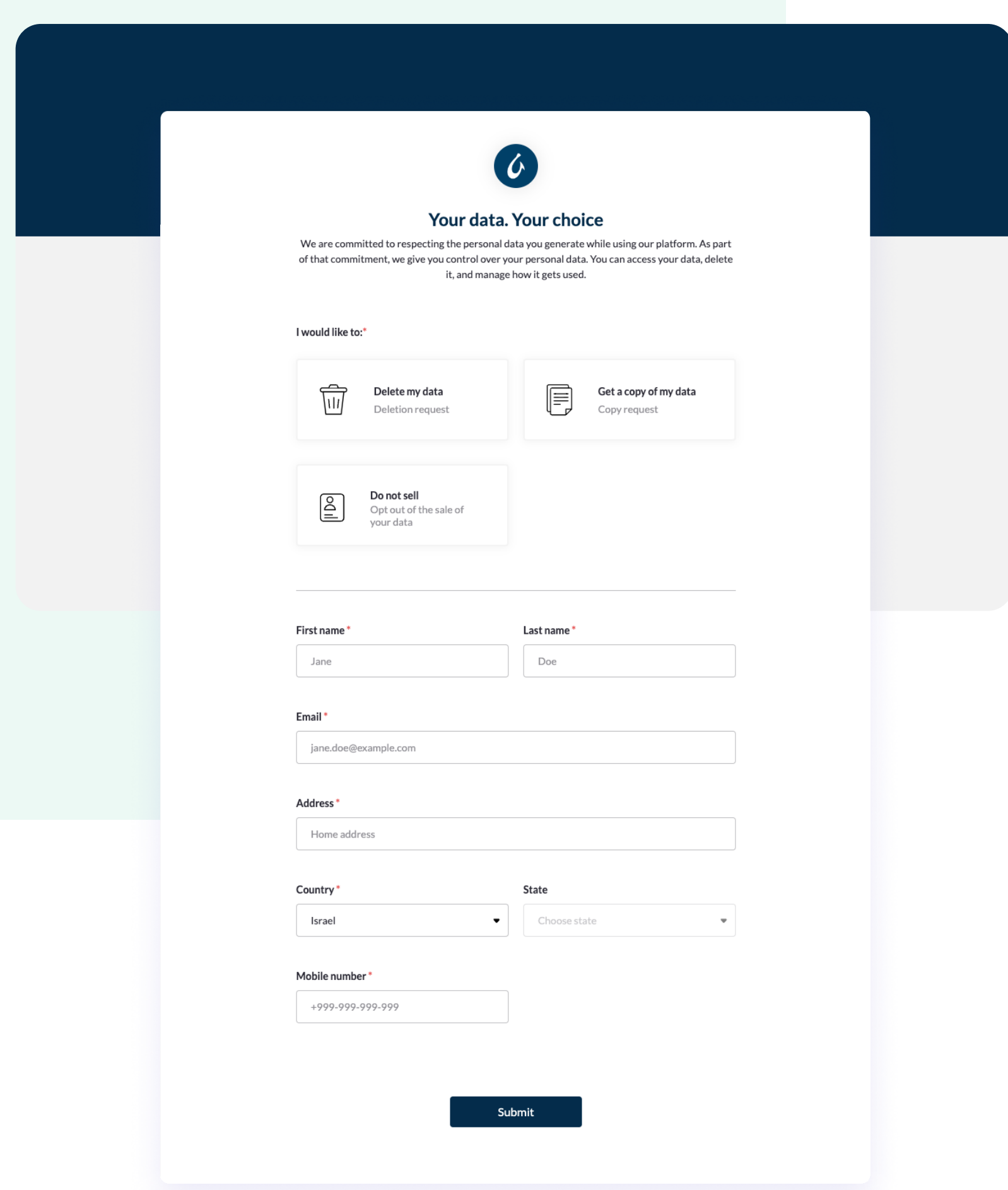
1. Administer all incoming privacy requests in a single place.
2. Have a scalable solution in place when policies change for data regulations (CCPA, CPRA, GDPR).
3. Automate workflows and connect integrations with PII data.
4. Find an all-in-one tool that fits our budget.
5. Choose a partner with excellent response time and an open channel for feedback.

The challenge

Previously, we used OneTrust. It was very complex to administer and maintain. Completing a single DSAR request took many steps and was very time-consuming. It wasn't always clear what the customer experience was like during the workflow. Automations were possible but very difficult to set up. The day-to-day process was very similar to Mine, but Mine just does it better, faster, and with a more intuitive UI.



Mike Salvati
Digital Product Manager



The search for the right solution

We tried a tool that had similar features but was a heavy and complex product. The other solution was missing simplicity, had a steep learning curve and had to be manually maintained from a code level. What attracted us to Mine was the autonomy of the platform. Incoming and outgoing requests stream seamlessly to the admin. The look and feel of the admin was a big incentive on top of the little to no learning curve it needed to use all the features. Our privacy operations received value almost instantly!

Implementation

It was simple, with a single person from our team onboarding the entire platform! The Mine team walked us through the modules and first-time setup. Everything was easy to find and use. Mine also has excellent documentation to reference that made everything easy and seamless.

Business Impact

1. Our privacy handling time was significantly saved by migrating to Mine. Mine's integrations and workflow streamlined our entire DSAR process, and the implementation of the scalable Cookie Control was easy to do without the need for code revisions.
2. Mine has given us peace of mind when it comes to being compliant and on track with the evolving regulatory privacy landscape while saving us a lot of administrative time.
3. We are proud of the privacy experience that we are able to provide to our customers, from the self-serve privacy center to faster response time to DSAR requests.

Favorite Features?

Everything! - DSAR Handling is the most used and appreciated - Integrations are the heart of this workflow system and make all the difference. The Mine team has worked with us to customize integrations that provided us with a really positive and time-saving experience.

"The Data Inventory gives us a great bird's-eye view of 'PII data sources.'"



"Behind every great platform are great people. Mine has continued to support us in ensuring we are satisfied with the Platform.

Their communication is next level, and they have shown repeatedly to truly care about our feedback. Mine is not just a platform to pay for and use but a strategic partner in Privacy compliance."



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