


## CUSTOMER STORIES

## How ZOE drastically improved their DSR Management with MineOS

		
COMPANY	INDUSTRY	GEOGRAPHY
ZOE	HEALTH SCIENCE	US AND UK
EMPLOYEES	TEAMS ENGAGED BY MINEOS	
400+	IT AND ENGINEERING	

## MAIN ACHIEVEMENTS

### Automated data discovery

Shifted the majority of DSR tasks from time-consuming manual efforts to an automated approach

### Customized privacy portal

Built a customized privacy portal making it easy for customers to have full control of their data

### Custom integrations

Built a solution purpose-built for ZOE with custom integrations and custom workflows

Reduced handling time by over 80%

Reduced manual work by over 95%

Provided peace of mind to management

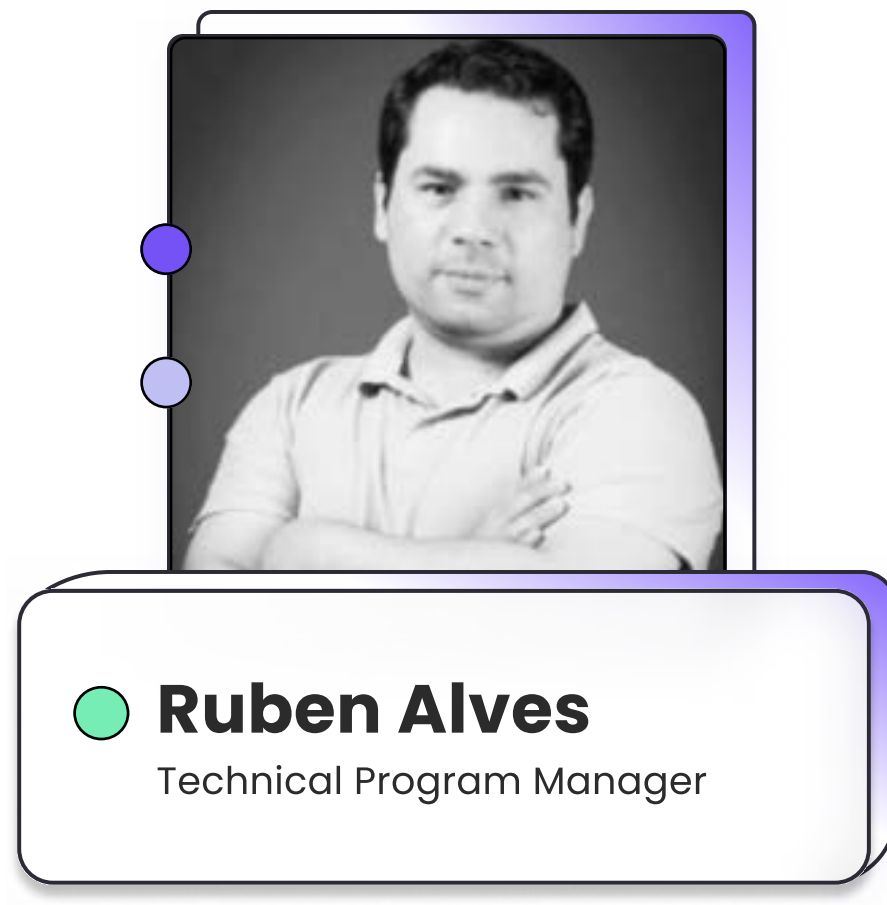


MineOS saved us a ton of headaches and time thanks to an orchestration framework that allows us to automate and scale Deletion and Access requests. We're able to switch any new feature or product into MineOS pretty quickly and in a reliable manner, without having an impact on the rest of our systems.



## The needs

- Implement a data privacy platform that automates DSR handling without manual intervention from the IT or Engineering teams.
- Build custom integrations to complex network of systems with secured connectors that ensured proper handling of sensitive data.
- Scalable solution that enables reporting on large files with highly sensitive data.



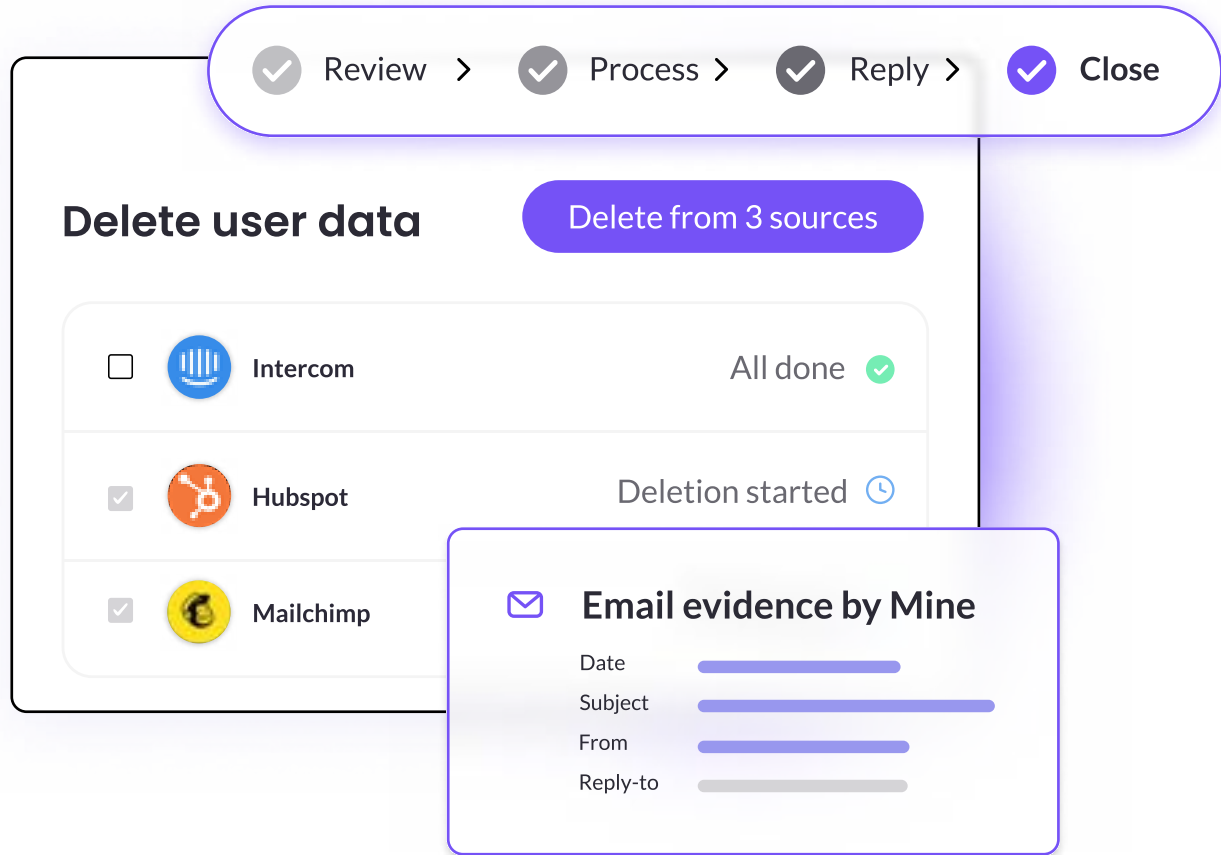
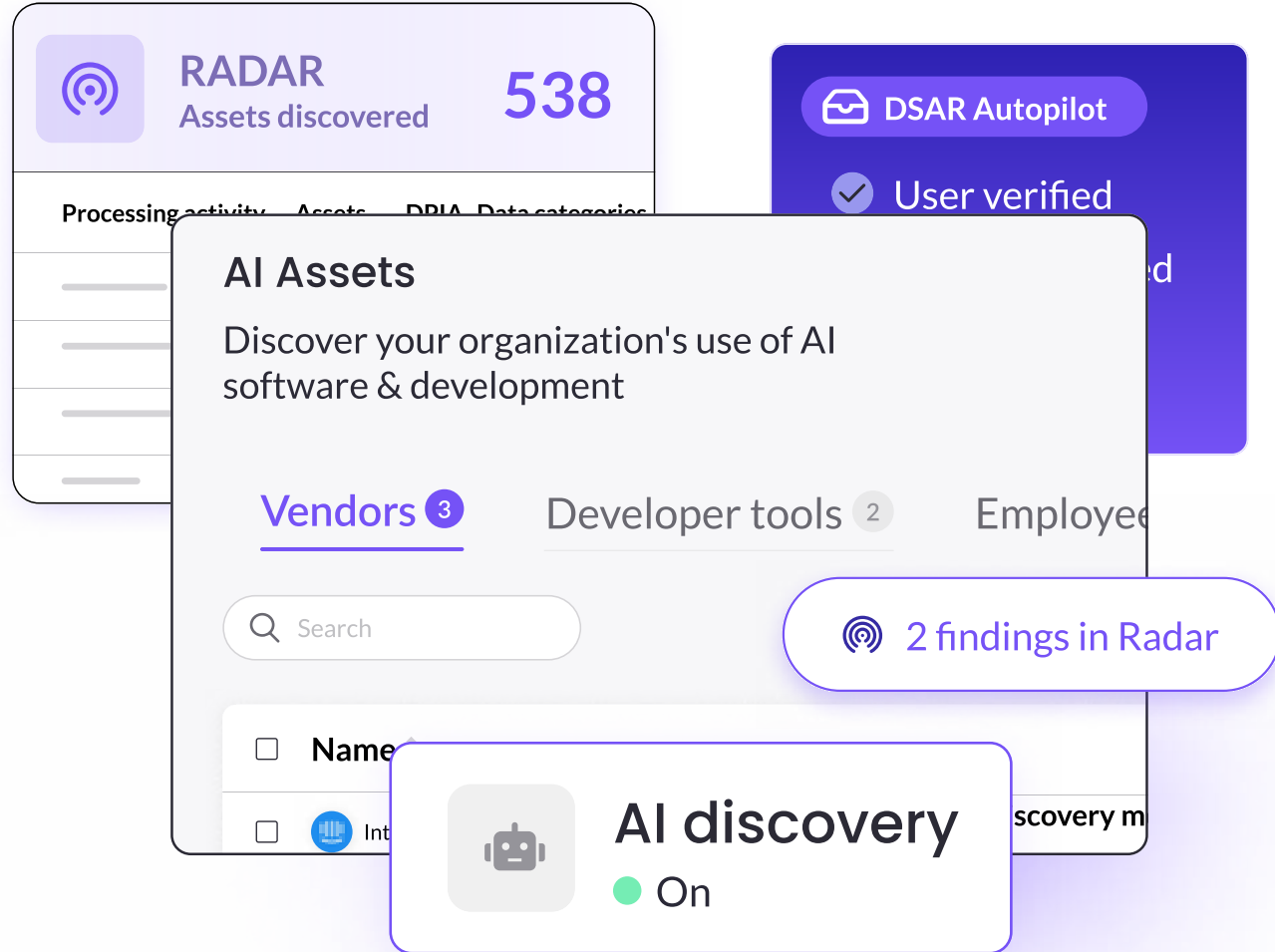
## The challenge

ZOE has been growing in popularity and expanding the business which is good news for the company. However, with this growth, the company has also brought in a steadily growing stream of data. And not just any data - ZOE collects and processes sensitive personal information about members' health, wellness and diet - requiring close attention to privacy.

## The search for the right solution

Engineering teams knew they needed a way to streamline the integration process in addition to getting a solid privacy ops solution. During talks with MineOS and two legacy privacy tools, Ruben said two things really stood out about MineOS:

- Ease of use - the simple UI was user-friendly and not intimidating for an average user to navigate.
- Flexibility - the ability to have custom integrations and identifiers really appealed to Ruben knowing his complex and unique environment.



## The MineOS advantage

MineOS provided ZOE with a data privacy platform that gave Ruben hours back from his day - every day. By automating the process of closing DSRs, not only were there significant productivity improvements, but Ruben was assured that their highly sensitive data was being managed appropriately and efficiently.

To ensure the platform was properly able to access all required internal systems, the MineOS team built a series of customizations for ZOE including custom integrations, custom identifiers, and secure connectors. The ability to move fast and build the platform to fit the unique needs at ZOE helped Ruben see a very quick time to value.

## Business Impacts

With MineOS, ZOE was able to:

- Automate DSR handling of highly sensitive data: With health-related data, ZOE could not take any risks when it comes to data management. Automating DSR handling ensures that sensitive data is managed properly and efficiently.
- Improve productivity: The manual approach to DSR handling was not scalable. With automation, the engineering teams gained 5+ hours back every week.
- Mitigate data privacy risk: ZOE operates in a regulated environment and manages highly sensitive data. With MineOS, ZOE has a robust data privacy management platform.

### What Other Customers Say About Us

"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"

## Want to learn more about

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