Track and monitor interactions with customer data

NetSuite Compliance 360

Businesses often handle sensitive customer information, such as data about services provided to clients and patients or the purchase history of companies and individuals. Many organizations take great care to protect this sensitive data and meet privacy and security regulations by implementing safeguards such as role-based access controls. Yet companies still struggle to monitor employee activity and all interactions with this private information. Such analysis is often limited to information your team can scrape together ad hoc.

NetSuite Compliance 360 provides an easy way to capture user activity with customer records in NetSuite, tracking whether someone viewed, modified, or deleted a record. This helps organizations better support their scheduled audits and investigate suspected breaches.

Key Benefits

- **All in One Place.** Capture detailed records of activity and interactions with customer records.
- **Audit User Activities.** Easily monitor user activity and ensure users are accessing customer data appropriately.
- **Identify Security Vulnerabilities.** Enhance the monitoring, review, and control over company information.
- **Manage Regulatory Requirements.** Simplify compliance and incident reporting.

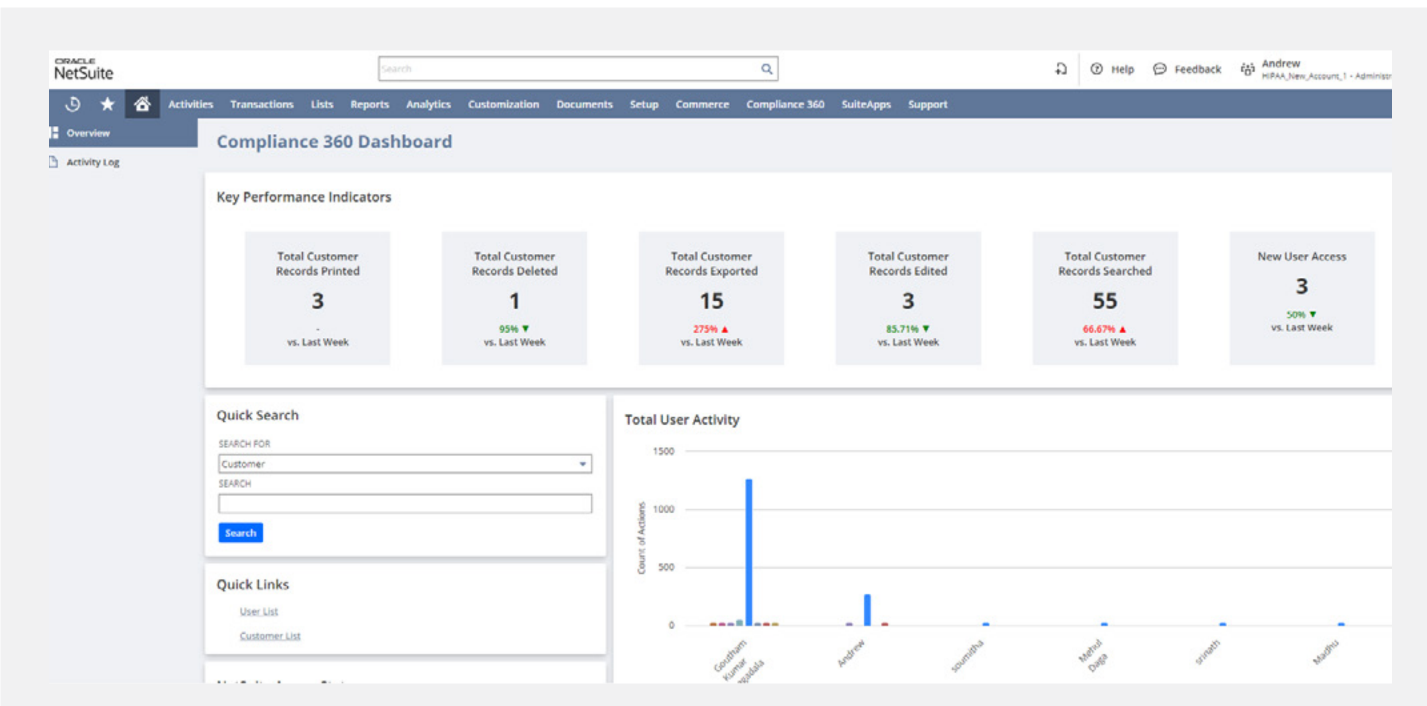
NetSuite Compliance 360 captures any user interactions with your customer records, displays tracked activity in an interactive dashboard, and provides the tools you need for better monitoring controls.

Capture User Activity

Compliance 360 captures and logs activity on customer records and associated transactions, providing details including which user accessed the record, what action they took, and when they did it. The tool tracks IP addresses to help compliance managers identify where the user connected to the system and provides URLs linking back to the record or saved search to help verify what data the individual saw. Admins and managers can review edited records in one click, seeing old field value details, new field values, and modifications made. Roles with access to the tool, such as compliance officers or managers, can complete regular internal company audits or in-depth investigations on user activity if a suspected data breach occurs.

Monitor and Report

You can review the compliance dashboard at a glance to see activity metrics and visualizations. A KPI portlet makes it easy to monitor the total number of customer records printed, deleted, exported, edited, and searched, with the ability to compare by day, week, or month. Interactive charts and graphs help managers visualize activity frequency by customer and user, and they can drill down with a few clicks to dig into the details.



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