Case study

GUILDFORD BOROUGH

Keeping tens of thousands of users of the MyGuildford portal safe on Salesforce Experience and Service Clouds
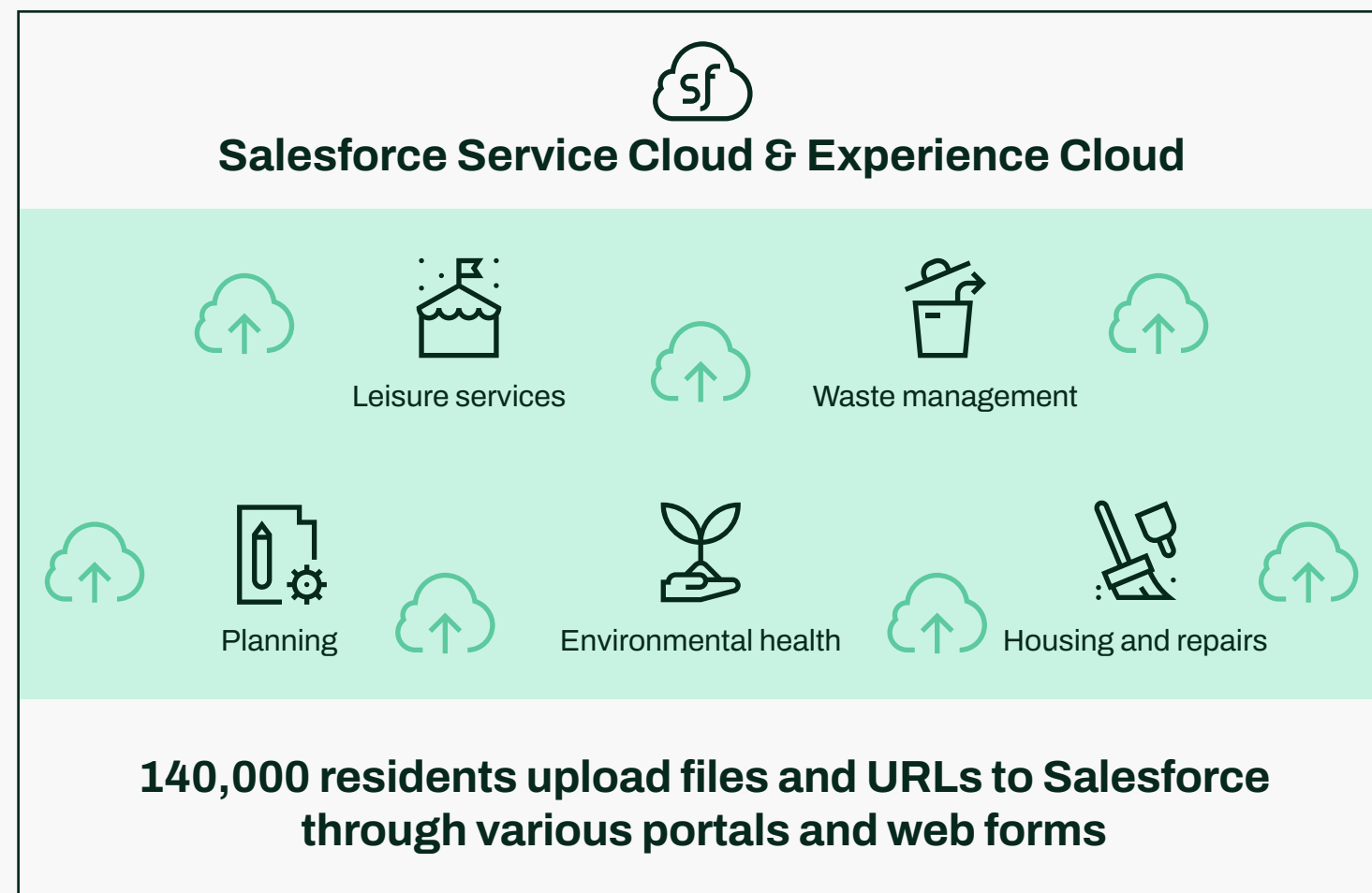
Guildford Borough Council is a district within the county of Surrey. The Council currently supports roughly 140,000 residents through services such as planning, environmental health, housing and repairs, leisure services, and waste management.

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Salesforce delivering process improvement

The customer portal, MyGuildford, built on Experience Cloud means over 55,000 registered users can digitally complete forms and submit requests.

Salesforce Service Cloud & Experience Cloud

Leisure services

Waste management

Planning

Environmental health

Housing and repairs

140,000 residents upload files and URLs to Salesforce through various portals and web forms
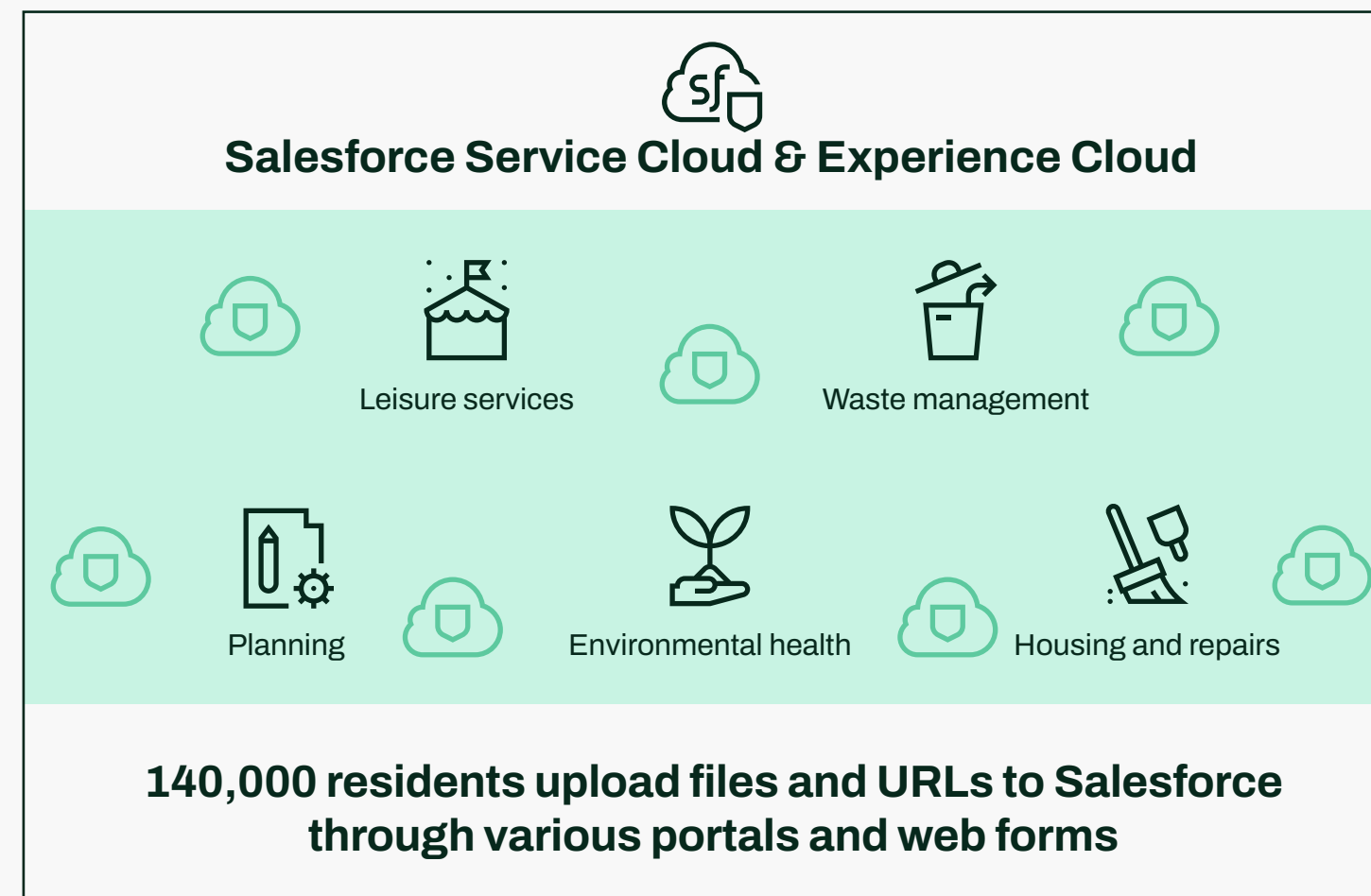
If the enquiry requires follow up, a case is created and sent to the Customer Service Team automatically, streamlining the process. Service Cloud provides MyGuildford with case and work order management functionality for full visibility into customer requests. The team can answer calls directly in Salesforce and create a case while simultaneously being presented with information via Knowledge to help the customer in the best way possible.

WithSecure™ protecting users of the MyGuildford portal

The project had a number of non-functional requirements like security. The MyGuildford portal has public forms that enable file uploads. The Council wanted to mitigate the risk of malicious files being uploaded to Salesforce.

The Council chose WithSecure™ Cloud Protection for Salesforce as it was the only anti-virus product in the Salesforce marketplace that they could find to meet their requirements.

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Guildford Borough Council has the following advice for other Salesforce customers looking to address security challenges that they might face on the platform:

"**Not all clouds are equal, carefully evaluate the security controls of your cloud provider before deciding whether to proceed. A well-managed cloud service is likely to have a level of security monitoring and upgrades higher than your own organisation can provide on-premise. Use multi-factor authentication wherever possible to protect your organisation's authentication to cloud services.**"

Empower efficient digital services and minimize risk of cyber threats.

Learn more

Who We Are

WithSecure™, formerly F-Secure Business, is cyber security's reliable partner. IT service providers, MSSPs and businesses – along with the largest financial institutions, manufacturers, and thousands of the world's most advanced communications and technology providers – trust us for outcome-based cyber security that protects and enables their operations. Our AI-driven protection secures endpoints and cloud collaboration, and our intelligent detection and response are powered by experts who identify business risks by proactively hunting for threats and confronting live attacks. Our consultants partner with enterprises and tech challengers to build resilience through evidence-based security advice. With more than 30 years of experience in building technology that meets business objectives, we've built our portfolio to grow with our partners through flexible commercial models.

WithSecure™ Corporation was founded in 1988, and is listed on NASDAQ OMX Helsinki Ltd.

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