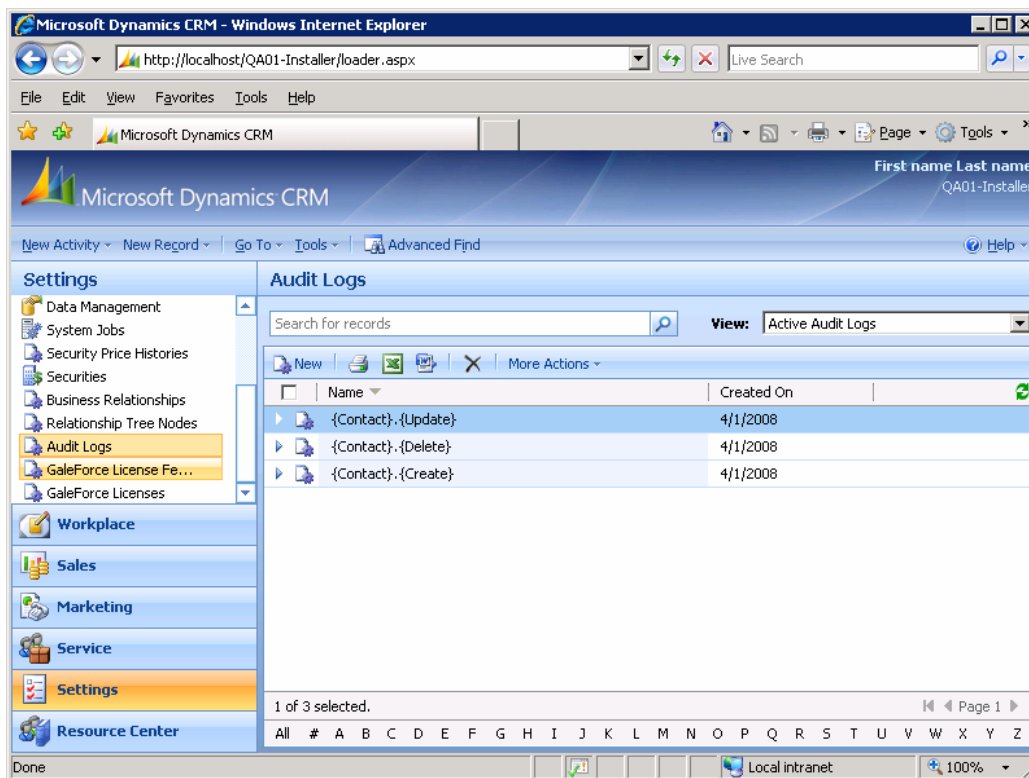


AUDITING

GALEFORCE CRM FOR FINANCIAL SERVICES – ENTERPRISE MODULE

Auditing helps organizations track how corporate data evolves over time through addition, modification and deletion, protects information from accidental or malicious user actions, and safeguards organizations against potential legal risks.

GaleForce CRM Auditing was designed to provide robust control over confidential client data, and ensure system compliance and security.



GaleForce Auditing creates a detailed audit trail that records all data changes at the record and field level, and includes information on who made what changes and when they were made. The audit trail is stored as a separate entity that can only be accessed by authorized personnel, and can be actively monitored, analyzed and reported on using the standard CRM tools.

GaleForce Auditing can be configured to specify which data actions should be audited for each type of entity (i.e. create, read, merge, assign, update, delete) and which entities need to be audited. The "View Audit Log" permission permits only authorized users to see and search audit records. GaleForce CRM's auditing feature also enables you to audit external file attachments, for convenient tracking of when a file was attached or removed to a note or e-mail attachment.

New in GaleForce CRM 4.0: Audit log tracking is done in a specialized CRM entity, which allows the GaleForce CRM system to leverage the advanced search, find, sort and integrated reporting features offered by Microsoft Dynamics CRM.

- Tracking record changes, including when it was retrieved (read), created, updated, deleted, assigned, merged and its set state (active-deactivated), and security level control to prevent unauthorized viewing.
- The ability to query changes that are made to a value threshold—for example, an Account Manager might want to view all individuals who turned 18, so that he can contact them about a tuition or car loan, or retirement savings plan.

GaleForce CRM Auditing Benefits

- ▶ Enhanced data security by providing client data monitoring and reporting capabilities necessary to ensure compliance, track data misuse, and deliver employee, customer and partner access to appropriate information.
- ▶ Reduced risk of damage to your organization's reputation that could be caused by unauthorized external or internal tampering with corporate data.
- ▶ Increased client trust and comfort level with your financial services organization, leading to a deeper, long term relationship.
- ▶ Reduced external audit costs and reduce respond time to questions from regulators and governance stakeholders.

More Information

For more information on Auditing and other GaleForce CRM modules and features, call 1-877-682-5855 ext. 110, or email info@galeforcesolutions.com.



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