The Business Problem

Protecting data assets has become a number one priority for organizations looking to benefit from cloud services. Data sovereignty, privacy requirements, expanding compliance regulations and the growing risk of security breaches are creating concerns over data residing in the cloud. As more organizations look to operate faster and at scale with the cloud, they need additional protection to meet critical compliance requirements and improve their data security. Without a trusted way to secure their data, businesses are limiting the scope of their cloud services instead of growing those deployments to improve workplace productivity. For those leveraging ServiceNow to automate, predict, digitize and optimize business processes and tasks, across IT, customer service, security operations and HR service delivery, ServiceNow Edge Encryption and Gemalto KeySecure integrate to provide the additional protection needed to help organization’s meet critical compliance requirements and improve cloud data security.

The Solution: Gemalto SafeNet KeySecure with ServiceNow Edge Encryption

With Gemalto and ServiceNow, organizations have a solution to the challenge of working securely with customer information as it resides and is put to work in the ServiceNow cloud. ServiceNow Edge Encryption is an on-premises proxy server that uses industry standard encryption and tokenization to make specific ServiceNow instance data (fields and attachments) unreadable and unusable to any unauthorized user or application. Data moving between your data center and your ServiceNow instance passes through the proxy, which is configured to encrypt specific fields and attachments before they reach their cloud repositories. Using the integrated ServiceNow Edge Encryption solution, data is protected while in motion as well while in use and at rest within the ServiceNow cloud. ServiceNow Edge Encryption provides peace of mind by automatically encrypting data before it travels to the ServiceNow cloud. Though the data resides encrypted in the ServiceNow cloud, it remains securely available and searchable by users wherever they are located while connecting through Edge Encryption proxy servers. ServiceNow integrates with SafeNet KeySecure – a FIPS 140-2 (level 1 or 3) validated encryption and key management platform – to secure and streamline on-going encryption key and policy management and facilitate regulatory compliance. With SafeNet KeySecure, administrators can manage the lifecycle of ServiceNow Edge Encryption keys and its associated policies from a single point, while its comprehensive logging and reporting functions provide the information administrators need to readily demonstrate their regulatory compliance.
Gemalto’s SafeNet KeySecure

SafeNet KeySecure is an encryption and key management appliance (available in hardware or virtual options) that centralizes the control of an enterprise’s encryption solutions, and streamlines security administration by consolidating the policy and key management of cloud-based solutions such as ServiceNow with application servers, databases, and file servers. Centralized key management improves security by making key surveillance, rotation, and deletion easier while also separating duties so that no single administrator is responsible for the entire environment. Additionally, unifying and centralizing policy management, logging, and auditing makes information more readily accessible and simplifies the demonstration of compliance with data governance requirements.

ServiceNow Edge Encryption

ServiceNow Edge Encryption provides peace of mind by automatically encrypting data before it travels to the ServiceNow cloud. Customers retain full control of the data encryption keys necessary to encrypt and decrypt their data, so there’s never any concern of losing control of their company’s most important assets. ServiceNow Edge Encryption is a native Now Platform® solution that serves as an encryption gateway within an organization’s own premises to encrypt and decrypt its sensitive data destined for the ServiceNow cloud. Because an organization owns and manages their keys within their premises, only encrypted data is sent, stored, and used by cloud applications in the ServiceNow cloud. The intuitive and powerful data encryption functionality is always at work in the background encrypting ServiceNow data while end users remain focused on getting work done in the ServiceNow cloud. Learn more at: www.servicenow.com/products/edge-encryption.html

About Gemalto’s SafeNet Identity and Data Protection Solutions

Through its acquisition of SafeNet, Gemalto offers one of the most complete portfolios of enterprise security solutions in the world, enabling its customers to enjoy industry-leading protection of data, digital identities, payments, and transactions – from the edge to the core. Gemalto’s newly expanded portfolio of SafeNet Identity and Data Protection solutions enables enterprises across many verticals, including major financial institutions and governments, to take a data-centric approach to security by utilizing innovative encryption methods, best-in-class crypto management techniques, and strong authentication and identity management solutions to protect what matters, where it matters. Through these solutions, Gemalto helps organizations achieve compliance with stringent data privacy regulations and ensure that sensitive corporate assets, customer information, and digital transactions are safe from exposure and manipulation in order to protect customer trust in an increasingly digital world.

Key Benefits of Gemalto’s SafeNet KeySecure

> **Centralized Key Management**
SaferNet KeySecure provides customers with complete control by securing the keys needed to access their ServiceNow data, and improves compliance and auditability by centralizing and simplifying key management (e.g. escrow, recovery).

> **Maximum Key Security**
SafeNet KeySecure is available in a FIPS 140-2 Level 1 algorithm-safe and Level 3 tamper-proof hardware appliance. Additionally, SafeNet KeySecure is available as a virtual hardware appliance supported by SafeNet Luna HSMs (optionally available as a FIPS 140-2 Level 3 appliance) for hardware key storage.

> **Auditing and Logging**
Centralized management includes detailed logging and audit tracking of all key state changes, administrator access and policy changes. Audit trails are securely stored and signed for non-repudiation and can be consumed by leading 3rd party SIEM tools.

> **Separation of Duties**
SafeNet KeySecure supports segmented key ownership and management based on individuals or group owners. Separating administrative duties is an important security best practice that protects data from privileged users and facilitates regulatory compliance. SafeNet KeySecure’s access controls restrict access to encryption keys which in turn can determine data access according to job roles and responsibilities. This flexibility permits administrators to be responsible for the ServiceNow implementation without ever having access to data in clear text while security administrators remain solely responsible for the encryption keys.

> **High-Availability Configurations**
Cluster multiple SafeNet KeySecure appliances to maintain encrypted data availability, even in geographically dispersed data centers.

> **Ecosystem Support**
Gemalto’s support for a broad ecosystem of third-party KMIP compatible encryption solutions also reduces the amount of time, effort and investment administrators need to manage their enterprise’s encryption deployment. Where there are more dispersed data repositories (as well as different security concerns within each line of business consuming these repositories), SafeNet KeySecure helps bring all this disparate effort under one umbrella from a policy management viewpoint. Including technology standards such as KMIP, SafeNet KeySecure helps provide a consistent interface to applications and appliances interfacing with the external key management system.

Contact Us: For all office locations and contact information, please visit safenet.gemalto.com/contact-us

Follow Us: blog.gemalto.com/security

©Gemalto 2019. All rights reserved. Gemalto, the Gemalto logo, and service marks of Gemalto and are registered in certain countries. SB (EN) - 4Jan2019 - Design: DB