DIGITAL RISK & COMPLIANCE MANAGEMENT

RECORD, STORE AND EVIDENCE THE "DIGITAL TRUTH"

Glassbox

Reduce your risk exposure and demonstrate proactive compliance by recording, efficiently storing, easily retrieving the "Digital Truth" and taking remedial actions.

The digital revolution is disrupting our entire economy and new data protection regulations are adding digital regulatory requirements that increase the cost and complexity of doing business.

Highly regulated sectors perceive digital channels as risk exposure drivers and therefore limit their digital offering due to the inability to keep up with digital compliance regulations. They also struggle to handle complaints in an efficient and transparent manner. Glassbox has been seleced by the largest Financial Institutions due to its robust and scalable technology and can help organisations overcome these challenges.

What if your organisation could record, store, easily retrieve, and play back online sessions from your website and your mobile app, and at the same time, improve its digital risk management?

REDUCE RISK EXPOSURE

Glassbox Digital Risk and Compliance Management (DRC) Solution helps organisations undertake qualitative analysis of how Customers are using digital channels end-to end, and the problems they are experiencing.

Glassbox DRC is a solution built for data-sensitive environments, which limits risk exposure around digital activity by recording, storing and automatically indexing 100% of digital interactions and transactions on both website and/or mobile app. It keeps a 100% accurate record of every session meaning sessions can be retrieved and replayed retroactively, exactly as seen by the Customer at the time, even if the application has changed since then.. It enables a fast and visual audit of all digital interactions from one source.

When a specific subset of data needs to be examined, all the required and affected sessions can be retrieved, analysed, evidenced and exported. This enables disputes and complaints to be handled effectively, securely and fairly within short time frames and allows for collaboration across the organisation.

Anomalies can be automatically detected, alerts set and data exported for quick resolution.

OWN THE "DIGITAL TRUTH"

Glassbox DRC automatically captures 100% of digital sessions in a source-proof, tamper-proof, encrypted, and time stamped manner. It doesn't require any pre-configuration and data can be searched for by using free-text. It also support web sockets and capital markets.

Any data can be retrieved, even if the site has changed or if a transaction did not complete.

Dependencies on IT are removed, delays minimised and the business empowered to act on requirements.

REDUCE COMPLIANCE COSTS

Glassbox DRC provides life-time record keeping with minimal Total Cost of Ownership due to 95% data compression patented technology. It helps you easily retrieve and evidence data, using free-text as well as eases collaboration via PDF export.

With Glassbox DRC, you're always ready for reviews and investigations, meaning you're proactively compliant and can streamline costs significantly.
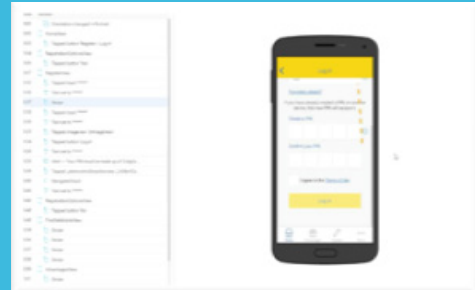
SOLUTION FEATURES

COMPLIANCE PORTAL

Can be accessed based on pre-defined roles and gives high level overview of the application status. Users can also configure additional reports and dashboards according to their specific areas of interest.

100% ACCURATE AND SOURCE-PROOF REPLAY

Source-proof replay of all customer activities on your digital channels: web chats, meta data, mouse/device/finger movements, swipes, taps, typed-in info, clicks, any customer input field, what customers saw: JS error messages, banners, Etc.

Replays can be used "forensically" if required and are tamper-proof, time stamped, encrypted.
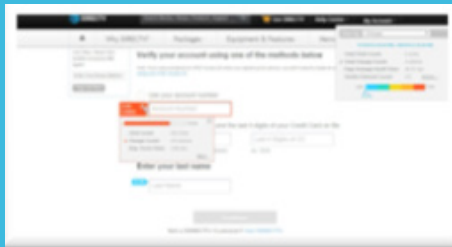
CLICKMAPS

While viewing a specific replay, clickmaps provide insights into how do customers actually engage with a page, on average:

- What people click on (E.g. opt-in/out)

- Changes to specific fields (actuarial risk)

- Focus time maps - how long they are spending on a page or a specific area of the page (E.g. T&C's)

FUNNELS

Specify - using any criteria - expected flow of Customers through the website/mobile application and automatically monitor. Sessions that do not conform to the expected flow can be identified and action taken as necessary.
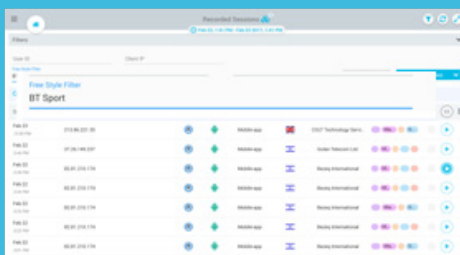
IMMEDIATE RETRIEVAL EVEN WITH FREE-TEXT SEARCH

Captured data is automatically indexed so users can create reports by using free-text and even retrieve historical data (E.g. elements that do not appear on a website/mobile application anymore). Specific sessions can be located – even if they did not complete

Produce ad hoc/regular reports: e.g. all new accounts opened in specified period. If regulators request review, instantly specify the report and produce the list of all the sessions which meet the criteria.

MEET GDPR REQUIREMENTS

- Capture and evidence all data across your digital channels, exactly as Customers saw it regardless of personalisation

- Be able to prove that all communications – even if not completed - are available for monitoring and investigation by competent authorities

- Find and Evidence all data with no tagging or configuration

- PCI data - not recorded by default

- All PII masked based on role and responsibility

EXPORTS

· Batch scheduled exports - sets of data can be exported based on defined parameters.

· Real-time exports – every single activity can be exported.

COMPLIANCE ALERTS

Alerts can be set on all the data, on a specific page where something happened, Etc.

They can trigger actions – E.g. send an email or trigger an exterior command.

MASKING

Sensitive data such as PII can be configured to be masked or not, based on permissions. Although all customer sessions are recorded, credit card data is excluded from the recordings and that information is not stored anywhere.
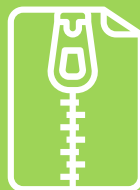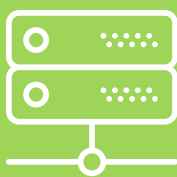
STORAGE & PATENTED COMPRESSION

Store data for a month, a year or a life-time with Glassbox DRC's cost efficient long term storage for compliance and aggressive data compression

LOW IMPACT

Glassbox's underlying technology is built in a way that it has minimal impact on applications performance and Customer Experience.

BENEFITS

- **Automatically capture 100%** of your web and mobile app interactions - digital records of all sessions exactly as experienced by customers.

- **Tick the record keeping box** – with source-proof, tamperproof, encrypted records of digital activity; life-time archiving of every digital interaction or transaction

- Reduce digital **risk exposure** – by automatically detecting anomalies and exceptions, as well as bot activities

- Enable fast **visual audit** of all digital interactions from one source

- Demonstrate **proactive compliance** and easily take **remedial actions** – by setting alerts and easily exporting data to relevant stakeholders

- Handle and accurately resolve **customer complaints or disputes** and in a matter of minutes

- Break-down your **dependency with IT** – by retrieving data in a self-sufficient manner

- Provide cost **efficient long term storage** for compliance - aggressive compression over 95%

- Ongoing **RegTech Support** (E.g. MiFID II, GDPR regulations)

- **Collaborate externally or internally** - with consultants, legal advisors and regulators

AMONG OUR CUSTOMERS

LIST OF PARAMETERS THE GLASSBOX PLATFORM CAN CAPTURE

HTTP Requests, Responses and user interactions

- Page Title
- User ID
- Glassbox Session ID
- Client IP
- ISP
- Country
- State
- User Action
- Action time stamp
- Bot Type
- Visual Name
- External ID

- Page URI
- HTML Download Time
- DNS Time
- Page Load time
- Total Response time
- Crash message
- Crash Type
- Session time
- Response Status Code
- Request Size
- Response Size

- Customer ID
- Event
- Page Path
- POST Parameters
- GET Parameters
- Server IP
- Server Port
- Application Page
- Component ID
- Visual Name
- Class Name
- Input

- User Action
- Host
- Browser
- OS Name
- OS Version
- Vendor
- Browser Group
- Device Category
- Screen size
- Referer Host
- Referer Path

Server Performance

- RoundTripTime
- TotalTime
- ReferrerURL
- SSLHandShakeTime
- ServerURI
- ServerTime
- EndUserGroupID
- OperatingSystem
- NetworkTime

- ResponseTotalLength
- RequestTotalLength
- Timestamp
- Availability Problem Count
- TCPHandShakeTime
- TimeToFirstBuffer
- ServerPort

Mobile App - Values retuned in case of Mobile app and device used

- Device
- Manufacturer
- Model
- OS Version
- OS Name
- Screen Resolution
- Screen size
- Screen Height
- Screen Width

- Connection Type
- Orientation
- Screen scale
- User Event
- Total Memory
- Used Memory
- Free Memory
- CPU
- Timestamp

ABOUT GLASSBOX

Glassbox empowers organizations to manage and optimize the entire digital lifecycle of their web and mobile Customers. Leveraging unparalleled big data, behavioural analytics, session replay, free-text search and application monitoring capabilities, Glassbox enables enterprises to see not only what online and mobile Customers are doing but also why they are doing it. Most importantly, Glassbox informs and facilitates action based on those insights that can lead to enhanced Customer ex-

perience, faster Customer disputes resolution, improved regulatory compliance and agile IT troubleshooting. Glassbox's solutions are used by medium to very large enterprises mostly in the telecommunications and financial services and insurance industries and could cater to the needs of a wide range of verticals including healthcare, travel, hospitality and business services.

Learn more at www.glassboxdigital.com

FOR MORE INFO OR TO REQUEST A DEMO, CONTACT US!

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