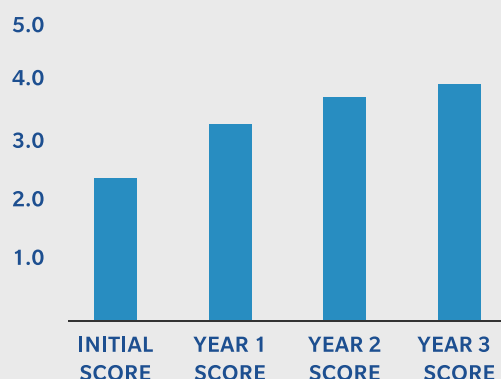


Customer Success Metrics

MANAGED SERVICES

BY THE NUMBERS

Typical MDLP Customer
YoY Maturity Growth



39%

Median DLP maturity
increase within the first
year of Infolock-provided
Managed DLP services*

At Infolock, Managed Services clients are assigned a dedicated Customer Success Manager – or a CSM – at the onset of the relationship. CSMs serve as internal advocates, committed to delivering value and ensuring success day in and day out.

WHAT IS MANAGED DLP?

At Infolock, we specialize in proactive DLP management – from both the technical and business risk management perspectives – and we’ve been doing it successfully for almost twenty years. Customers of our Manage and Operationalize Plans receive:

- Program Development
- Incident Response
- Metrics & Reporting
- Business Unit Engagement
- System Health & Maintenance
- Third Party Integration

We ensure that DLP is implemented and utilized effectively, to provide measurable ROI and save you the cost of recruiting, training, and retaining staff. Infolock’s Managed DLP is built to serve your organization’s needs – whether its complementing your existing team or managing your entire program.

*As recorded by Infolock’s annual DLP Program Maturity Assessment, based on Forrester Research’s DLP Maturity Grid

"It's hard to run a DLP system. You can't pick it up and figure it out—it's not just looking at daily tickets and blindly escalating them. But we don't have to worry about DLP now. Infolock makes sure it's working well. They have an outstanding roadmap, process, and people."

Director of IT Operations
Healthcare Customer

~\$274

According to 2023 Ponemon/IBM Data Breach Report, the average cost of a lost record in the US was ~\$274/record.*

RISK REDUCTION SNAPSHOT

Major Incident Detection & Prevention

\$1.4 million

Each year, Infolock provides MDLP customers with an overview that highlights Major Incidents that DLP either blocked and/or identified over the previous 12 months. Outlined below is the recent projected annual savings for a healthcare-related Managed DLP customer.

- **Major Incident #1: File Upload**

A user attempted to upload two files containing approximately 42 sensitive records. DLP successfully blocked the upload. Infolock alerted the organization's second-level responders and, from there, educated the offending user on proper use of sensitive data.

Total Records Involved: 42

Potential Data Compromised Costs: \$11,466

- **Major Incident #2: OneDrive Record Upload**

A user uploaded 64 files, containing 5,000 sensitive records, to the organization's OneDrive. Infolock escalated the incident and alert the second-level responders about the activity. The second-level responders reached out to the user to ensure the files were deleted.

Total Records Involved: 5,000

Potential Data Compromised Costs: \$1,365,000

- **Major Incident #3: Incorrect Record Upload**

A user uploaded over 100 sensitive records to the organization's OneDrive as part of a special, internal project. Infolock alerted the organization's second-level responders and compliance started the education process to make sure this information was transferred securely.

Total Records Involved: 100

Potential Data Compromised Costs: \$27,000

HEADCOUNT SAVINGS SNAPSHOT

Reduced Operating Expenses

~\$500,000

Additionally, choosing Infolock's Manage Plan results in access to industry-leading analysts, engineers and consultants resulting in headcount savings of ~\$500,000.*

~3.5

FTEs are required to fulfill the responsibilities of .a traditional DLP Program.

INCIDENT RESPONSE 		+	ADMINISTRATION 		+	PROGRAM DEVELOPMENT 	
2 OF THE FOLLOWING	COSTS		1 OF THE FOLLOWING	COSTS		.5 OF THE FOLLOWING	COSTS
COMPLIANCE ANALYST(S)	\$71,872		SYSTEMS ENGINEER	\$98,907		ADVISORY CONSULTANT	\$64,849
SECURITY ANALYST(S)	\$100,126		BENEFITS, TAXES, ETC.	x1.25		BENEFITS, TAXES, ETC.	x1.25
BENEFITS, TAXES, ETC.	x1.25		TOTAL	\$123,634		TOTAL	\$81,061
TOTAL	\$179,680 – \$250,315		OR				
			SECURITY ENGINEER	\$125,112			
			BENEFITS, TAXES, ETC.	x1.25			
			TOTAL	\$156,390			

*Salary information presented here is taken from Paychex and Salary.com and is current as of January 2024. It does not include other headcount-related costs such as ongoing technical and professional training.

About Infolock

Founded in 2005, Infolock is the go-to data risk management advisory, consulting, and managed services firm for security conscious organizations. With a programmatic approach, Infolock expertly manages the complex data risks of its clients, enabling organizations to achieve their strategic business objectives. Named among the "Fastest Growing Companies" on Inc. Magazine's "Inc. 5000" list, Infolock developed DataRAMP™, a data risk management framework which empowers organizations to understand and manage data risk in the same manner as other organizational risks, such as financial, competitive, and regulatory risk. Headquartered in Arlington, VA, Infolock serves customers in the financial services, healthcare, government, educational and other highly-regulated industries around the world.



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