



Case Study: Breach Defense for Critical Content Management

Integrating Paperclip
SAFE® with Paperclip’s
Virtual Client Folder
solution to protect
customer data.



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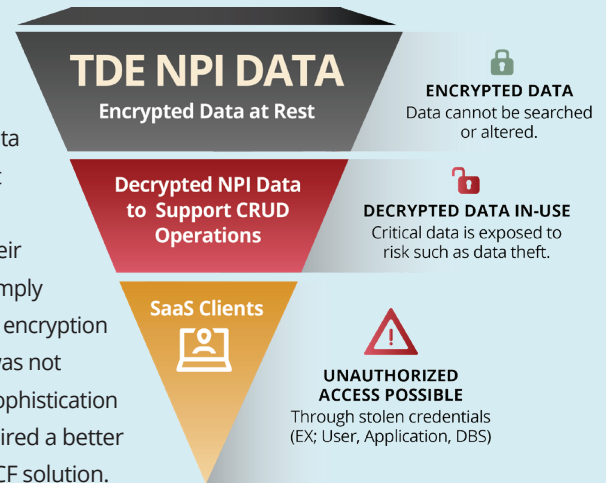
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Client Overview

Paperclip Inc. is a 32-year-old SaaS innovator providing solutions focused on critical content, documentation, and security. In 2023, Paperclip processed over 70 million documents for enterprise clients, many within the Life Insurance and Financial services verticals. Paperclip Virtual Client Folder (VCF®) provides a complete imaging and document management solution for the desktop, departmental workgroup, or the enterprise. Much of the information processed by the VCF solution includes sensitive data such as PII, PHI, and NPI. VCF users rely on speed, ease-of-use, accuracy, and security.

The Challenge

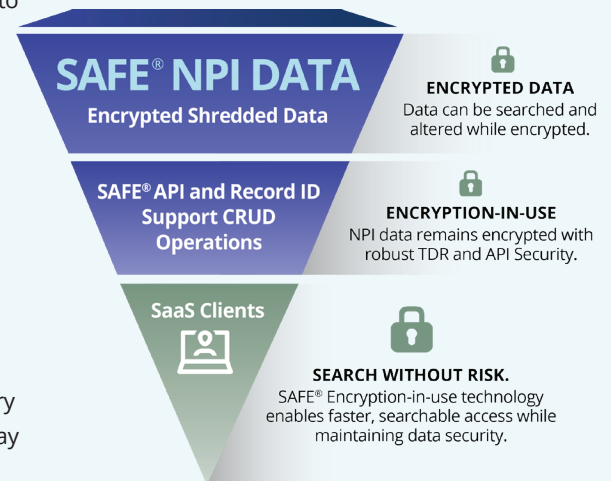
With an increasingly diverse customer base, Paperclip has accumulated large amounts of sensitive NPI (National Provider Identifier) and PII (Personally Identifiable Information) customer data that needs to be kept secure. A breach would not only severely impact Paperclip as a company but would be devastating for Paperclip clients and their clients’ customers. Because of what is at stake, simply using traditional encryption techniques—such as encryption at rest and in transit—to secure SQL databases was not acceptable. Due to known threats and growing sophistication by threat actors, it was clear that Paperclip required a better solution to protect the data processed by the VCF solution.



The Solution

Paperclip needed to secure vast amounts of sensitive NPI and PII data in a manner that allowed the data to remain encrypted while searchable. Due to the absence of a viable solution within the market, Paperclip developed and implemented Paperclip SAFE®. The SAFE® searchable encryption solution addresses the risks related to decrypting data in order to conduct a search. Through the API, SAFE was integrated directly with the VCF application allowing a seamless transition of NPI and PII data from Paperclip’s VCF database to the secure, always encrypted SAFE environment.

Next was to integrate SAFE into Paperclip’s interactive desktop applications and support backend processes. SAFE integrated seamlessly with the existing Paperclip VCF update and query application. This resulted in no change to the way users input and access data as needed.



The Result

Paperclip has effectively removed sensitive NPI, PII, and PHI from exposure while being searched. This data remains encrypted in a dedicated controlled environment within SAFE, all while being fully searchable at speeds that meet VCF client demands. Paperclip SAFE exceeds minimal compliance requirements and protects sensitive data from theft, ransomware attack, and malicious manipulation. Overall, the use of SAFE has delivered a more efficient and secure operation for Paperclip and its customers, raising the level of security beyond expectations.