Easily track and monitor interactions with electronic personal data

NetSuite Compliance 360

Businesses often handle sensitive customer information—clients or patients who receive services, as well as companies that purchase specific products. Some organizations take great care committing to privacy and security regulations and implementing controls such as limiting user access. Yet interactions with private information and monitoring user activity can be challenging, further complicated by the need to maintain comprehensive audit trails, scrape together activity reports ad hoc, and organize audit documentation.

NetSuite Compliance 360 provides an easy way to capture user activity with customer records in NetSuite such as whether a record was viewed, modified, or deleted, in one place, helping organizations better support their scheduled audits or research suspected breaches. This solution assists companies in maintaining audit trails, notes, and documentation ensuring best practices and compliance.

Key Benefits

- **Single Place.** Capture detailed activity and interactions with customer records.
- **Audit User Activities.** Effectively monitor user activity and ensure users are accessing customer data appropriately.
- **Identify Security Vulnerabilities.** Enhance monitoring, review, and control over company information.
- **Manage Regulatory Requirements.** Simplify compliance and incident reporting.
- **Maintain Audit Documentation.** Upload documentation and save audit reports and findings.

NetSuite Compliance 360 captures any user interactions with your customer records, displays tracked activity in an interactive dashboard, and provides the tools you need for better monitoring controls.

Capture User Activity

Compliance 360 captures and logs activity on customer records and associated transactions, providing details as to which user accessed the record, what action took place, and when. IP addresses are tracked to help compliance managers identify where the user is connected to the system, and URLs are provided, linking back to the record or saved search to help verify what data was seen. Edited records can be reviewed in one click, displaying old field value details, new field values, and modifications made. Roles with access to the tool, such as compliance officers or managers, can complete regular internal company audits or in-depth investigations on user activity if a suspected data breach occurs.

Monitor and Report

Review the compliance dashboard at a glance to see activity metrics and visualizations. Easily monitor the KPI portlet tracking the total number of customer records printed, deleted, exported, edited, and searched, with comparisons by day, week, or month. Interactive charts and graphs help managers visualize frequent activity by customers and users, while clicks drill down, opening windows that provide more detail.

Track Audits

Facilitate collaboration and security compliance with options to create and schedule audits, define the scope, and assign tasks to team members. Auditors can track the completion status of specified controls and processes, documenting detailed information for each. Save audit reports and findings and upload documentation to a single secure accessible location.