

Global Pharmaceuticals Leader Protects Highly Sensitive Data in SaaS Estate

APPOMNI'S IMPACT



Complete visibility into the entire SaaS estate including user access and behavior



Ability to vet, configure, and maintain security for new SaaS systems



Easy administration and change management with an intuitive user interface



Maintained compliance with GxP and FDA regulations

INDUSTRY

Pharmaceuticals & Biotechnology

EMPLOYEES

77,000+

DEPLOYMENT

Salesforce, Microsoft 365, GitHub, Duo, Zoom, and Snowflake

USE CASES

SaaS Estate Visibility
Security Configuration
Management
Compliance Enforcement
Zero Trust Enablement

ABOUT

As a global leader in life sciences, the company is dedicated to advancing medical research and delivering innovative treatments, with operations spanning multiple markets and a commitment to improving patient outcomes worldwide.



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Security Leader at a Global Pharmaceuticals Company

The Challenge

A global pharmaceutical company struggled to secure its increasingly complex SaaS application ecosystem, which houses and processes highly sensitive data critical to medical breakthroughs and life-saving drugs. Attempting to manually decipher and manage SaaS security posture and controls interrupted the company's plans to expand its IT portfolio and take advantage of emergent SaaS technologies.

The company security team could not, for example, manually learn and administer 300 new security controls in a recent Salesforce release. Not knowing which Salesforce security controls to turn on, turn off, or fine-tune could introduce security vulnerabilities, unintended data leaks, and other sizable cyber risks. SaaS providers typically prioritize performance over security, leaving the company's security team skeptical of SaaS vendors' picture-perfect posture reports.

As the company's security leader pondered, "Will SaaS vendors tell me the truth? Yes, they will, but they will leave some truth out. If I don't trust them, then I cannot be surprised." To reduce surprises, the company's security team strives to employ a Zero Trust mindset across its entire tech stack. But the lack of visibility into SaaS risks and threats left them uncomfortably reliant on vendors' assurances.

To achieve Zero Trust across existing and future SaaS systems, and gain visibility into user access roles and drift, the company needed a novel approach to SaaS security.



Functionality-wise, AppOmni was way beyond what everybody else could do. From a technical point of view, there was no discussion."

Security Leader at a Global Pharmaceuticals Company



Requirements

To strengthen its SaaS security posture and meet rigorous compliance demands, the company sought a scalable solution that could reduce reliance on vendor assurances and support a Zero Trust strategy.

Key requirements included:

- Greater control and visibility into SaaS security configurations and drift
- Complete audit trails to meet GxP and FDA requirements
- Coverage for Salesforce, Veeva Vault, and Microsoft 365
- Flexible, customizable implementation options
- Modern SaaS-first security platform (not legacy CASB)



They definitely stuck out from basically hour one," the security leader recalled of AppOmni. "The immersion into our needs, and what it is we want to do, and which SaaS solutions we wanted to cover, were great from day one. And it's been a complete success."

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The Results

With AppOmni, the company gained full visibility into its SaaS environment and now enforces a scalable, Zero Trust security posture across critical platforms like Salesforce, Microsoft 365, and Veeva Vault. Security teams can track access changes, detect drift, and maintain continuous oversight without relying solely on vendor-generated reports.

AppOmni enables the company to vet, configure, and manage SaaS platforms confidently, streamlining the rollout of new tools while avoiding configuration missteps. It also ensures full audit trails to support GxP and FDA compliance, delivering the control and documentation auditors expect.

The intuitive UI and flexible implementation made it easy to operationalize security controls and integrate posture checks into existing workflows. This allowed the team to act quickly, reduce risk, and meet the demands of a fast-paced, regulated industry.

"The AppOmni platform itself has all the things we need, has all the integrations we need, from day one. It's an easy tool to work with," the company's security leader said. "It's responsive, and it's just how it should be. We have great support, and my technical team is extremely happy with it."



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About AppOmni

AppOmni, the leader in SaaS Security, helps customers achieve secure productivity with their applications. Security teams and owners can quickly detect and mitigate threats using unmatched depth of protection, continuous monitoring, and comprehensive visibility. Trusted by the world's largest enterprises, AppOmni specializes in securing diverse SaaS environments. For more information, please visit <https://appomni.com>.