

Case Study

eCommerce Fraud Prevention Firm Riskified Automates NetSuite ERP Processes with Salto

With Salto, the team was finally able to automate documentation and easily create audit trails.

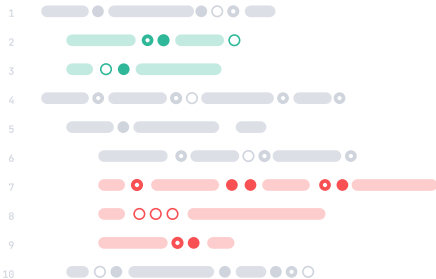
Like the name implies, Riskified empowers businesses to realize the full potential of eCommerce by making it safe, accessible, and frictionless. Merchants using its platform can recognize legitimate customers and offer a better checkout experience while preventing fraudulent transactions - leading to increased revenues and lower operational costs. Riskified does this by using AI to spot fraud patterns imperceptible to humans. Its customers span industries and include three of the top 10 largest internet retailers. Innovation is part of Riskified's DNA, so it's not surprising the team also sought out a solution for automating their ERP processes.



This software company has helped eCommerce companies since the early 2010s. Merchants rely on its platform to offer a better checkout experience and to better process payments. Because trust and automation are core to its software offering (many customers are among the Fortune 500), it felt incongruous for their NetSuite team to be pouring so many hours of manual work each week into their ERP.



SALTO-28



"This really is 360-degree audit coverage for NetSuite. From every angle, we can see, track, and explain."



Idan Harari
NetSuite Team Leader, Riskified

The Challenge:

Geared for growth but in need of stronger compliance programs

When it came to its audit trails, the Riskified team was manually tracking every NetSuite change in their ticketing system. This process was inefficient, time consuming and could not keep up with Riskified's rapid growth. The team needed to automate the process in a way that better used its resources and strengthened compliance. The system not only had to record the requests and any modifications in detail, but needed to help the NetSuite team organize any relevant information for auditors on short notice.

The Solution:

Using Salto for visibility and documentation

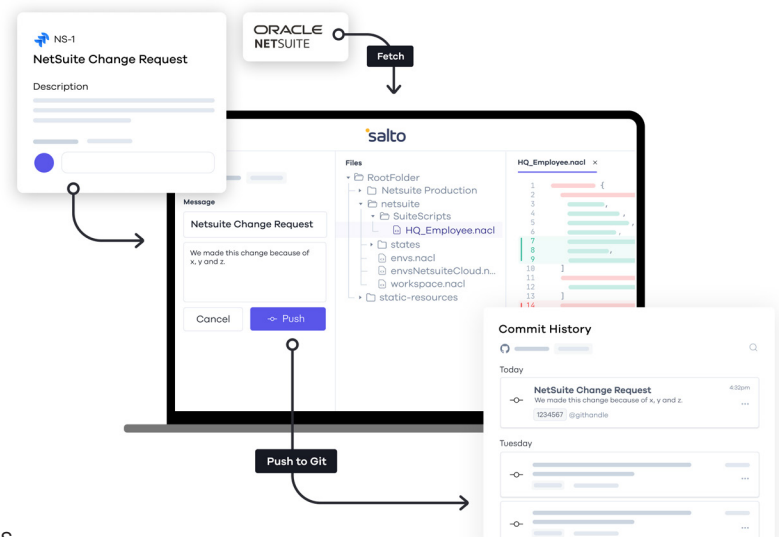
After a short evaluation, the Riskified team selected Salto and launched a project. The two teams worked together to rethink Riskified's compliance needs, understand its data, and set about automating it.

Together, the two teams:

- Connected a new Salto workplace to Riskified's NetSuite production environment
- Created a GitHub repository for versioning and connected it to the workspace
- Devised a process to allow Riskified employees to access Salto capabilities while continuing to work in their existing NetSuite environment

With the solution up and running, the team was able to:

- Fetch their NetSuite configuration into the Salto workspace
- Review the changes
- Identify and classify the changes to the relevant business requests
- Connect those requests to their respective Jira tickets
- Gather them into a single Git commit
- Push that commit to their GitHub repository for versioning control



Under this new schema, users could add the relevant Jira ticket number and the Git commit, and have the ticket automatically linked thanks to the Jira-Github integration.

Riskified's team could view the Git history from three levels: on a file level, on a system level, and on a business request level. Team members could visit a file and see the history of changes—who touched what and when, and what changed as a result - as well as every change made throughout their history of use, across all configurations. Team members could also go into specific tickets on Jira and see the history of changes made across Jira and GitHub that were related to that business request.

In the end, someone auditing the NetSuite System Notes could see a change, ask why it happened, and the team could simply search that element in Jira and find out why.

"On the file level, they could visit a file and see the history of changes"

The Results:

Increased visibility through a streamlined pre-audit process

With automated documentation and business request trails, the Riskified team was able to review and keep close track of changes made to NetSuite. For the first time, they could understand the context of each change and automatically tie those changes back to the relevant business requests as detailed in their respective Jira tickets. Now that they had documented versions of files from exact dates, they could also perform revert and debug operations. They could also proceed with their designs for growth.

Because of Salto, Riskified:



Saved a significant amount of operations time and resources



Strengthened their compliance system



Collaborated better internally, creating an orderly and more transparent environment

Most importantly: Shortly after their initial deployment, Riskified leveraged the Salto solution to successfully complete the pre-audit process.

"With Salto, we were able to ease our compliance concerns and make changes to the NetSuite system with confidence, knowing that we had a complete audit trail for every change request. We were extremely satisfied with the new level of transparency, order and overall control the Salto solution brought to our processes."



Idan Harari
NetSuite Team Leader, Riskified

About

Salto reimagines the way business applications (e.g. Salesforce, NetSuite, Zendesk, Jira, Zuora, and many more) are being configured and managed. It does so by bringing concepts, methodologies and tools from the software development and DevOps worlds - the use of structured language, version control and automation - into the business operations environment.

By extracting the configurations of different business applications and translating them to one single declarative representation, Salto empowers business operations teams to understand, change, track and deploy all of their configurations, across applications and environments.

Salto is the maintainer of the [Salto open source project](#) and offers an Enterprise SaaS product and [a forever free product](#). It was founded in 2019 by veteran entrepreneurs and has offices in Tel Aviv and San Francisco.

For more information on how Salto can help your organization, [request a demo](#) for your team.