Customer Stories

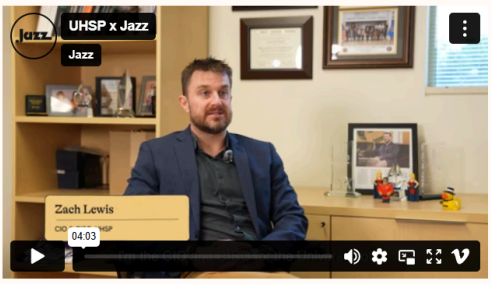
UHSP: “The System Almost Sort of Knew What We Needed.”

Zach Lewis, CIO & CISO — University of Health Sciences and Pharmacy

UHSP is a 162-year-old private institution in the Midwest. Zach wears both the CIO and CISO hats, overseeing all of IT, security, and information protection. His team is small. Their data protection needs are not.

Higher education data is uniquely difficult to classify with traditional tools. Zach illustrates this with a deceptively simple example:

“If you’ve ever tried to use a tool to identify a letter grade like an A or B — which we have plenty of — it’s almost impossible to do.”



Legacy DLP tools couldn’t adapt to this context. The result:

“We found it to kind of be useless in most aspects.”

What Zach needed was a tool that could understand context without requiring his team to spend their days writing and tuning rules.

“I don’t have a big team, so I didn’t want to have them sit around writing rules. They don’t want to sit around writing rules. We have other projects to work on.”

Jazz delivered exactly that. The AI-powered approach meant context came built in:

“The system almost sort of knew what we needed and gave us that information in a very easy, digestible manner.”

Deployment was seamless, and value was immediate:

“Immediately once those agents deployed, they were able to start reporting back in — what they were seeing, what was the data doing, where was it going, who was accessing it — and started cutting out all the noise of false positives.”

Zach describes a real finding that illustrates what contextual understanding actually looks like in practice: Jazz detected a user entering student grade data into an unsanctioned Google Doc — something that would look like nothing to a rule-based system (“That’s just a user entering A’s, B’s, C’s into a document. That’s nothing to them.”) but was actually a FERPA compliance risk.

“With Jazz, knowing that this person has access to academic information, hey, they’re entering what looks like grades into an unsanctioned application — well, that’ll trigger an alert for us.”

The Agentic Investigator was a differentiator Zach hadn’t seen anywhere else:

“The AI reads what data is being used, who’s using it, where it’s going. It can actually give you investigative insights on what’s happening from start to finish and why it triggered that alert. That’s taking off the investigative load of the team.”

“It’s like a whole other member of the team doing all this back-end work that no one really wants to do, but giving us real insights that we can act on.”

When Zach presented Jazz to his leadership team, the reaction was unambiguous:

“After the first presentation to a couple members of our leadership team, they were sold. ‘This is absolutely something we have to have. We can see use cases here.’”