Customer Spotlight

Johan Edholm | Detectify

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Johan Edholm
Co-founder and SysOps Lead
detectify

"Imagine a proactive world that detects issues before they even become a problem, protecting you from any real damage. That is the world Kolide is creating. Kolide was originally purchased by Detectfy as a simple compliance tick box exercise, though we soon found out Kolide would be helping us with much more than that.

As we were going through our ISO27001 audit, we realized we required a level of reporting, remediation and validation into our employee's devices that we simply did not have. With the goal of being able to monitor these factors without jeopardizing employee privacy, we knew Kolide would be a great fit.

Kolide made the process of our ISO27001 audit much more enjoyable. Like many buyers, we initially only wanted to know the basics; if the hard disks were encrypted, firewalls enabled and updates installed. Being able to report on these features quickly and accurately with Kolide was a great load off of our plate and answered all of the requirements from the auditors.

After a few weeks of using Kolide and with the completion of our ISO27001 we started understanding its greater value. With regular daily use we started to notice a whole host of other properties Koldie was reporting on. Beyond the initial checks we requested for audit, we also learned that employees were unknowingly syncing their personal files - such as their 1password recovery kits. In addition, we learned that many users had Slack notifications set to display even when the screen was locked, and that some Chrome users had old extensions that had become malicious. These were all problems that Detectify wanted resolved and issues that we would still be ignorant about if not for Kolide.

The decision to choose which endpoint monitoring solution would be brought to Detectify was all circulated around a calculation of risk, a calculation that I had to make. It's easy to get caught up in the demands of an audit and begin searching for the quickest path to completion; though as co-founder of Detectify I have been with the team since day one. This means that I approached selection of a fleet visibility solution from the impact it would have on my colleagues first and foremost.

Most times, an audit is not about pass or fail. Often it is an exercise of risk management and tolerance. Typically, if you choose to not want any risk it comes at the expense of employees' trust. It can be appealing to recommend forced device management. Though the process of removing all device management from the endpoint and centralizing it into automated policies is much like using a blunt instrument - more damage than not.

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Pausing for a moment to realize that taking an action like this means revoking end user control, and you'd be doing it because you don't trust them. If you take away an end user's ability to formulate their setting into their most productive working environment you are even taking a risk at reducing productivity. Now you are eroding trust and productivity… all for an audit!

Risk does not have to be scary. With Kolide I am able to provide my employees with the context of why a certain device setting is necessary - then provide them with the steps to implement it. Working with your employees and being transparent about how you are checking their device can have a positive impact on employee trust. I can testify from personal experience that taking this approach has empowered our end users to be excellent custodians of their devices, all while providing strong compliance for the company. With Kolide, I see I am actually reducing the risk I thought I was taking on.

The benefits Detectify has noticed by allowing our employees to be responsible for their devices is positively dramatic. This added trust allows us to not only retain talent, but attract new talent. All of these positive impacts boil down to the positive experience we have had with Kolide's user-driven approach."

– Johan

ABOUT

detectify

Crowdsourced vulnerability scanning
170 Employees | Founded 2013
Stockholm, Sweden