

CASE STUDY

Increased visibility in the cloud supports growth and compliance goals

DRIFT™

Challenges

- Increasing workload on limited security team resources
- Overwhelming number of false positives without context drained productivity
- Lacking visibility of data to confirm compliance

Solutions

- Easy implementation with existing security team support
- Scalable automation of AWS cloud security
- Visibility inside containers and CloudTrail logs

Results

- Decreased investigation burden with alerts reduced to less than two per day
- Supported the teams ability to address security concerns with fewer headcount
- Improved accessibility and clarity of data to support SOC2 compliance

“If you’ve ever had an experience on a website that helps you get answers in real time, qualify your interest, help you learn more or even book a meeting, you’ve probably been influenced by Drift.”

MIKE PARENT, SECURITY ENGINEERING MANAGER





Leveraging Lacework enabled Drift to improve their visibility into their CloudTrail logs while simultaneously mapping their AWS environment back to their Security Operations Center (SOC). This improved level of data collection and reporting also supported their goal of achieving their SOC 2 certification – meeting the compliance requirements of their customers. Lacework also provided visibility into their Kubernetes clusters through a unified console, further adding to the efficiency of their operations in the cloud.

Security challenge

As Drift rapidly expanded their solutions to provide more value to their increasing number of customers, they realized their need to scale within AWS. Bolstering their cloud security was essential, but their previous cloud security provider was unable to meet Drift's ever-growing needs. Adding layers of security within their AWS platform also meant they needed to continuously monitor and maintain compliance in a much larger environment without adding strain on their already limited security resources. "AWS CloudTrail solution was offering us some protection, but a high number of false positives was straining our resources," explained Mike Parent. Meanwhile, DevOps' efforts were regularly restricted as they waited for the security team to catch up. Drift was also preparing to modernize their cloud and adopt Kubernetes and needed complete visibility across their entire environment.

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Better visibility enables growth

Drift is empowered to securely scale within their AWS environment, maintain and demonstrate continuous compliance, reduce the strain on their security teams, and improve the collaboration between security and DevOps – all while safely and confidently continuing their migration to and adoption of Kubernetes for their orchestration layer. Mike Parent shared, "Implementing Lacework's platform enabled us to automate our security processes to scale as we grow. We even integrated our alerting into Slack to complement our existing processes."

Accelerating a culture of secure devops

Security is important for everyone at Drift, but collaboration between the dedicated security team and DevOps is vital to meet the accelerated growth goals – all while safely and confidently continuing their migration to and adoption of Kubernetes for their orchestration layer.

[Find out more at lacework.com](https://lacework.com)



Drift's Revenue Acceleration Platform uses Conversational Marketing and Conversational Sales to connect business in a new way that is realtime and results in more revenue, faster. Ranked on Forbes Magazine's list of 'America's Most Promising Artificial Intelligence Companies,' Drift has experienced exponential growth since its founding in 2015 and today supports over 50,000 customers.