Cobalt

How Pendo Manages Cyber Risk with Cobalt's PtaaS Platform

pendo

Technology unicorn Pendo needed thorough, actionable pentest findings to fit its fast-moving development sprints.

Pendo is a product adoption solution that helps organizations understand which features users embrace and ignore, and provides tools for accelerating adoption of those features. The company's goal is to give product teams the information they need to make faster and more informed decisions.

Pendo's CISO, Chuck Kesler is responsible for both the technical and business-side of security and pentesting plays an essential and strategic role within the company.

The Challenges

Complex Usability
Pendo is a complex, cloud-based solution that requires a high degree of skill to pentest thoroughly.

Fast Development Cycle
Fitting pentest results into Pendo's fast-moving sprints had been a challenge for previous pentest providers.

Fast Detection & Response
Due to data sensitivity, it is imperative that Pendo identifies and fixes vulnerabilities quickly.

The Results

Better Pentest Results
Pendo saw better results from Cobalt than traditional pentests, and at a much lower cost.

Increased Communication
Cobalt's Slack channel allows real-time interaction between developers, security teams, and testers.

Increased Efficiency
Engaging with pentest findings in the Cobalt platform is far more efficient than merely receiving a PDF report.

"Customer trust is key to Pendo's success, and we have invested heavily in building our security and privacy programs. One of my goals is to ensure we have taken every measure we can to produce secure code and then pentest to make sure that we haven't missed something."

CHUCK KESLER
Chief Information Security Officer
Pendo

In addition to managing risk, Pendo has a series of regulatory and contractual obligations that require pentesting. The company also recognizes the disconnect between the speed of traditional pentests and the rate of release for new features. For Pendo, one of the most important pentest outcomes is improving the Software Development Lifecycle (SDLC).

If a class of vulnerabilities appears regularly, the engineering team at Pendo uses that information to improve its SDLC. For example, if they consistently see vulnerabilities relating to cross-site scripting, they make improvements to existing controls to weed out those issues from future code.

For this, the company needs a pentest provider that can deliver thorough, full-coverage pentests with detailed vulnerability reports. This is only possible if tests are conducted by talented pentesters with a broad range of skills and experience, like the pentesters that make up Cobalt's Core - the global community of Cobalt pentesters.

The Pendo team immediately noticed a huge difference in the communication between their internal security and engineering teams and Cobalt's pentesters. In particular, the ability to communicate in real-time using Slack was a game-changer. The team at Pendo used Slack to engage with testers during the pentest, answering questions as they arose and clarifying issues. Compared to previous pentests, this PtaaS approach provided two clear benefits: time savings and high-quality results.

Kesler noted the value added by Cobalt's platform-approach to providing pentest results. The engineering team has found engaging with findings directly via the platform significantly more efficient than the more cumbersome 'email-and-PDF' style of pentest reports. The quality of findings is only half the battle. To add real value for Pendo, vulnerability findings needed to be actionable.

On top of easy two-way communication via the Slack channel, the team at Pendo also benefited from the ease of retesting facilitated by the Cobalt platform. Once Pendo's engineering team had resolved a vulnerability, they used the platform to request a retest straight away. From there, the pentester who identified that vulnerability would retest to ensure it had been resolved and update the portal accordingly.

"Having instant communication with testers is a driving factor in why we chose Cobalt and continue to use them…talking to the researchers in real time and getting instant feedback on issues, or answering their questions, just makes for a better quality pentest. If a researcher is stuck on something and we can answer their question within 10 minutes, that really helps dig out vulnerabilities."

CHUCK KESLER- Chief Information Security Officer, Pendo

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Learn more about how Cobalt can **transform your pentest process.**