

With Lacework, Scurri Doubles Productivity, Wins New Enterprise Customers, and Fosters Collaboration across Teams



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Paul Good, Security Operations Engineer, Scurri

OBJECTIVE

- Increase reporting capabilities to aid in due diligence with enterprise customers
- Achieve better visibility into hosts and their communications
- Improve overall cloud security posture while working to meet compliance standards

IMPACT

- Facilitated communication and collaboration between DevOps and SecOps teams
- Doubled the security team's productivity without increasing headcount
- Won new enterprise customers by demonstrating compliance

ABOUT SCURRI

Scurri is an API and dashboard that powers ordering, shipping, and delivery for online retailers. The platform is seamlessly integrated with a network of 700+ carrier services by dynamically interfacing with APIs and endpoints as well as providing in-house solutions. Scurri has an optimized and reliable technical offering at the checkout, label creation, and package tracking stages, and it provides key insights by leveraging analytics and reporting capabilities.

Some of the masterminds behind Scurri's operation include Junior Godoi, the engineering manager, and Paul Good, who works in security operations as a security engineer. Together, Godoi and Good work to ensure that Scurri is operating safely and efficiently while satisfying the needs of their customers. “We have a lot of merchants — ecommerce, big retailers — among our customers, as well as postal providers, carriers, and channels,” says Godoi. “The large ecommerce merchants naturally have big concerns around security,” Good says. “To earn their business, we need to strive for excellence in security.”

Excellence in security starts with their environment, and Scurri operates on a cloud platform that they built using the Django web framework. All of their architecture is hosted on Amazon Web Services (AWS), which includes features like Elastic Compute Cloud (EC2), Relational Database Service (RDS), and Identity and Access Management (IAM). They have container registries and use CloudFormation in some of their environments as well. In all, says Good, “We use a wide range of technology.”

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Junior Godoi,
Engineering Manager, Scurri

CHALLENGES

Scurri loves its customers. In fact, that’s one of their company values. To demonstrate their dedication, says Good, “we want to tick boxes for security requirements under regulations and push forward that excellence in security, as well as reliability.” Their enterprise customers include big retailers, marketplace holders, and national postal service providers, all of which expect security excellence. “We need to be able to meet those high standards and provide that security, especially as we scale up,” Good says.

Before they found Lacework, Scurri was doing regular, time-consuming risk assessments and vulnerability management processes. But they had several major goals to increase the efficiency and security of their operations. “We wanted to improve our security posture and reporting capabilities to aid in due diligence with the large customers. We wanted better visibility of our hosts and communications on those hosts. And we wanted to improve our overall cloud security posture to aid in understanding improvements as we work towards ISO 27001,” says Good.

Providing the right level of security reporting to customers often involved very manual work. “To aid in security, we had some in-house manual processes and solutions as part of our DevOps lifecycle, but there was nothing that could focus in and get the visibility that Lacework is providing,” says Good. “We would have to amalgamate all of the information, parse it, and try to provide it in a way that the customer can understand. We needed the reporting capabilities of Lacework to aid us in giving our customers information in a specific format that they can easily understand.”

SOLUTION

With the help of their partner SoftCat, Scurri discovered Lacework. It quickly became clear that this was the solution they had been looking for. “We had calls and demos with other providers, but none of them could offer the range of tools, solutions, and benefits that Lacework could,” says Good.

From day one, the deployment went off without a hitch. “First, Lacework set up a Slack channel to make the communication really easy, and they were always ready to answer our questions,” says Good. “Then, as we started to do the proof of value, we implemented the agent on a couple of our machines to see how it worked, which the Lacework team walked us through.” Once Scurri decided to go with Lacework, they jumped on a call. “The deployment call was scheduled for an hour,” says Good, “but within half an hour, we were up and running with production, we had data coming in, we were starting to see results. The whole onboarding is just so simple, and it streamlines the whole process.”



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Paul Good,
Security Operations Engineer, Scurri

Scurri was impressed not only with Lacework’s product, but also with the team who helped with deploying it. “The process was great, but the people behind the process were what made a difference,” recalls Godoi. “When you’re adding a new security tool to your stack, you need to trust not only the tool, but also the people behind that tool.” Godoi and Good noted the confidence of the Lacework team they worked alongside, and also appreciated how Lacework enabled Scurri to play a large role in deployment. “We worked very closely with Lacework during that process, so a lot of the proof of value came from seeing firsthand how we could use the product,” Godoi recalls. “There was a lot of our own perspective involved, which was really helpful.”

Scurri was especially impressed by Lacework’s ability to deliver on all of the features that it promised. “During trial periods with many companies, you can get misled by features that aren’t fully ready,” says Godoi, “but there was not a single moment during this process with Lacework where we questioned what they were telling us, because we trusted the people behind the product.” Scurri also knew early on that Lacework was a terrific match in terms of values. “We could see from Lacework that innovation is on the forefront, and innovation is also one of Scurri’s core values,” says Godoi. “We not only purchased this platform, but we started a partnership. We’re in a very competitive market, and when we can match our values with a partner like Lacework, that’s even better. We have a three-year contract now, but we know our partnership will continue beyond that.”

RESULTS

Powerful Reporting, Actionable Alerts

The ability to customize alerts through Lacework has already made a huge impact on Scurri’s DevOps and SecOps teams. “The really nice thing about Lacework is that you can set alerts in whatever way you want,” says Good. “Currently, we have some sent via email to the SecOps team, and we also have a joint Slack channel to monitor critical and high issues.” They receive three or four of these events a day, many of them routine. “It’s nice to have Lacework running in the background,” says Good. “If there are any security related events, we can direct them through whichever channel we wish, to ensure the team is always aware.” Scurri is also looking to integrate other tools into their disaster recovery flow, which are all available through Lacework, either through API or direct integration. “I think Lacework’s reporting is really powerful. It provides actionable information so you can jump into the console itself to check exactly what’s going on and start your remediation,” says Good.

Even before Scurri started scaling up, they operated with a DevOps and SecOps culture in mind. Now, with official teams in place, Lacework fits in perfectly with Scurri’s DevOps and SecOps mindset. “Everyone has a basic awareness of security and is able to do the basic infrastructure work that needs to get done,” says Godoi. “Since all the alerts go into a shared Slack channel, every developer gets the alert when it happens. If something goes wrong, it tells us what’s happening, and whoever is online will be able to act on it. We don’t need to keep looking at the dashboard all day to see if something looks unusual, because Lacework will tell us.”

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Paul Good,
Security Operations Engineer, Scurri

Facilitating Cross-Departmental Collaboration

Lacework has also helped unite Scurri’s different teams. “The communication we now have, and the depth and clarity of events, breeds cross-departmental communication within DevOps and SecOps,” says Good. “We’re closing that DevSecOps gap.”

Previously, if SecOps noticed an issue, they might ask DevOps to check it out, and then have a quick discussion. Now, Good says, “we just look at the dashboard to see exactly where any potential issues are, as well as an easy remediation, and both teams can jump straight into the solution together.”

Lacework has also proved useful to Scurri beyond the DevSecOps teams. “Lacework provides value to everyone,” says Good. “We’re planning to use some of our reports earlier on in the sales cycle and provide them to our customer success and pre-sales teams as well.” Godoi also explains that having a third-party tool is optimal in a range of scenarios. “Everyone in DevOps and SecOps is looking at the same screen and getting the same alert, so they can easily point to facts that allow them to work towards the analysis and the eventual fix,” says Godoi. “And for our sales team, in an enterprise market, it’s way better when you have a third party providing that information. When we pull data they need from Lacework, it’s essentially a neutral person saying, ‘That score is great.’” From DevSecOps to the sales cycle, it’s clear that Lacework is making its mark across Scurri.

Achieving Compliance

With Lacework, Scurri has continued on its compliance journey with confidence. “For GDPR, it’s nice to use Lacework to provide more proof of compliance,” Good says. “There are also a lot of targets that we need to hit before achieving ISO 27001, but Lacework gives us all the information in one panel so you can strive for perfection without wasting money. It gives us that visibility and allows us to prioritize what we need to. Lacework provides us with more options and more pathways to go down to achieve that excellence and security.”

Having a strong compliance practice is essential to earning and maintaining the trust of customers, as well as winning new ones. “With our enterprise customers, both those we have and those we’re trying to win, some lean towards ISO and some ask about SOC,” says Godoi. “Lacework lets us demonstrate that, even if we’re not SOC certified, we have everything in place. Most of the time, people just want to be confident that you’re reliable, and when we give them evidence that we can cover everything they need us to, it helps us win that new customer.”



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Paul Good,
Security Operations Engineer, Scurri

Increased Efficiency, Saving Resources

So far, Lacework’s primary impact has been helping Scurri save resources.

“Lacework has saved us from having to do regular, manual risk assessments, manage vulnerabilities, and check logs,” says Good. “Now, we have all that at our fingertips. It saves us a huge amount of time.” Instead of searching for issues, Scurri’s DevOps and SecOps teams can use their time to remediate problems and prioritize what to fix. “Lacework allows us to push forward our cybersecurity roadmap to focus on security in the Scurri platform and API, which is one of our biggest priorities,” Good says.

Saving time and increasing productivity have gone hand in hand since the switch to Lacework. “Lacework has helped double the productivity of our security team without needing to double up the headcount,” says Godoi. “It saves us several hours a week.” Of Lacework’s automation, Good adds, “It saves us a huge amount of time on investigating, setting things up, pulling logs from hosts and our cloud trail, or even looking at IAM.”

From the project perspective, Lacework has spurred creativity across Scurri. Good notes, “Before using Lacework, we spent an entire quarter focusing on risk assessment. Now, we can get the results instantly and remediate them in just a few weeks. Lacework has saved the security team a whole quarter of work.” And by completing this work swiftly and efficiently, the team can focus on new projects that they previously didn’t have time for. “We’re seeing a lot of nice-to-haves and fixes, rather than just battling the wave of stuff coming towards us,” says Good. As they continue their partnership with Lacework, Scurri can’t wait to see how they’ll innovate next.

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