

COMPANY

Oomnitza

INDUSTRY

Business Software

TESTING TYPES

Security

APP TYPES

Web

CHALLENGES

Industry standards call for yearly penetration tests. This meant Oomnitza needed a scalable security solution without the cost of hiring a full team

Ensuring customers assets and data would remain safe, private, and secure during any new product release or unforeseen circumstance

RESULTS

Notable and drastic decrease in reported security issues

Crowd-sourced security experts educate Oomnitza on different ways hackers try to uncover weaknesses

Passed all security audits and increased their customers' confidence in the product

CASE STUDY**oomnitza****C****USTOMER**

Oomnitza is a San Francisco based enterprise IT asset management company with a focus on developing cutting-edge solutions that are mobile-first, customizable, and user friendly. Oomnitza believes in clean data, standardized technology, and ease-of-use for maximum productivity.

As former enterprise consultants, Co-Founders Arthur Lozinski (CEO) and Trent Seed (CTO) saw problems with standard IT asset management solutions: the lack of support for interfacing with modern devices, as well as the inherently error-prone nature of manual entry. In today's environment of internet connected devices and complex business processes, it is essential to have a flexible and easy-to-use solution that caters to the entire organization, provides automation, and maintains high data integrity.

Arthur and Trent sought out to create software that would deliver a much higher level of visual design based on user-centric functionality. Arthur's vision is for Oomnitza to function as a single pane of glass across all areas of a business. This approach has clearly been a success as Oomnitza has helped its customers manage over one billion dollars in total assets.

As an evolving software company with a small QA team, Oomnitza needed to find a way to ensure that it's customers' data and billions of dollars would remain safe, private, and secure.

CHALLENGES

The IT asset management industry maintains strict security standards from vendors like Oomnitza, including yearly security penetration tests. Add that to new web vulnerabilities discovered daily, and Oomnitza needed to find a way to confirm it's product would remain impenetrable.

There were only two options: hire a full time security team or look for third-party help, and the former was unrealistic. Hiring a full time security team would be costly and time consuming. Oomnitza required

an immediate and affordable solution that could be scalable during times of heavy penetration testing.

After an extensive search and hearing about Applause through a trusted friend, Trent determined Applause would be an excellent fit. Applause's security experts use white hat penetration methods that uncover issues that cost companies time, money, and reputation. They also provide comprehensive reports for actionable remediation methods.

Further, the number of testers required could be adjustable depending on need. Trent explains, "As our footprint continues to expand, we need to find a systematic way ensure our security remains state-of-the-art. Our developers follow best practices and they know what to look for, but Applause grants us that second layer of expertise and knowledge."

SOLUTION

Oomnitza leverages Applause prior to major releases and during penetration phases. The Applause platform integrates smoothly with JIRA and prioritizes all issues. This enables Oomnitza to receive alerts for any tier-one bugs as soon as they are discovered and instantly get to work on a fix.

"Security issues are not something I like to leave open. As soon as Applause identifies them, we immediately escalate it to the development team. This allows us to ensure our product is as secure as possible" explains Trent.

Oomnitza has run several security cycles and each has identified a number vulnerabilities. After a cycle is run, a personalized and detailed report is presented to Oomnitza. This in-depth analysis provides Oomnitza with all the tools necessary to remediate vulnerabilities and ensure the brand and customers' data remain protected.

Apart from bugs found and ensuring the Oomnitza product is secure, the best part about Applause for Trent is the personal level of attention Applause gives. He explains, "The back and forth has been great. Our Project Manager Alex is always quick to respond in a clear and detailed fashion. It truly feels like he is looking out for our best interest."

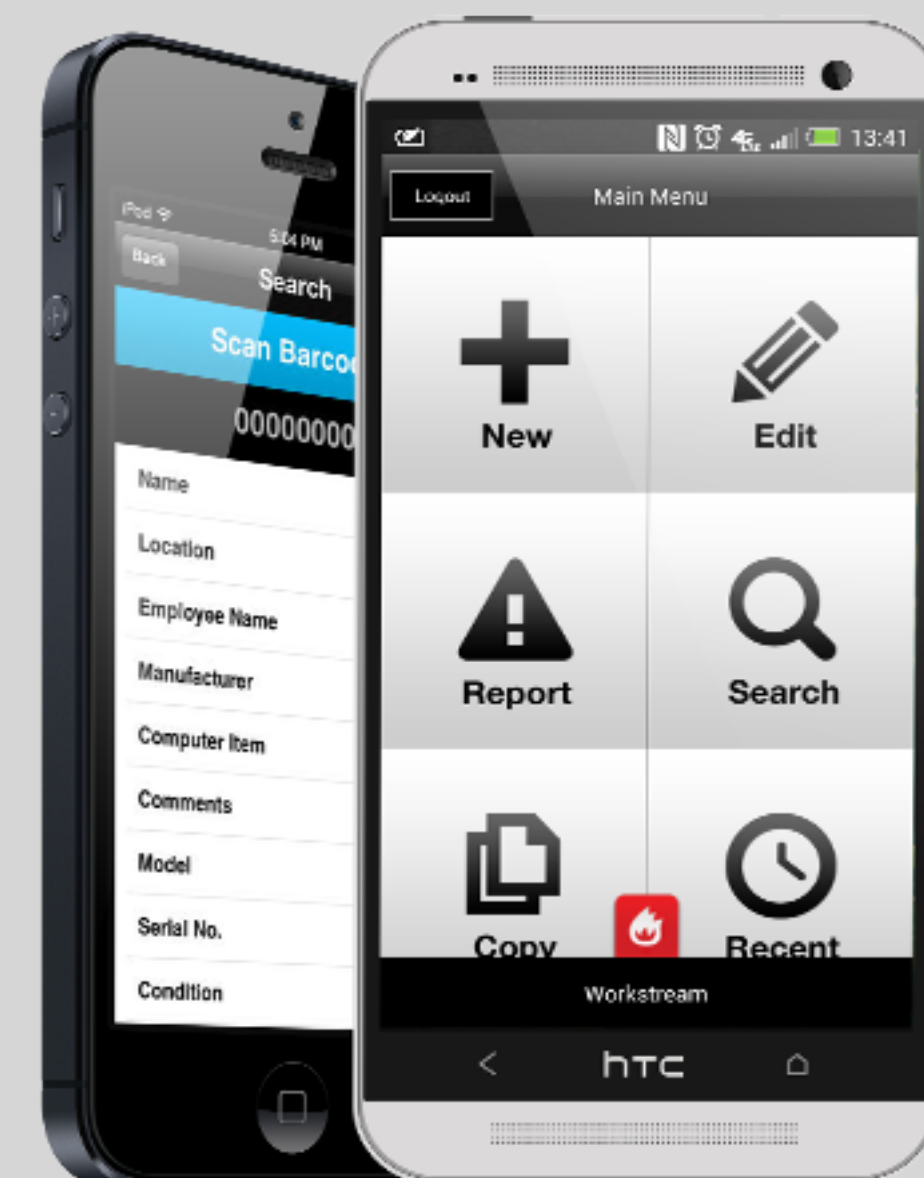
RESULTS

Since partnering with Applause, Oomnitza has seen dramatic improvement in the security of it's software. Trent explains, "We pay very close attention to reported security matters. In the two years we have been with Applause, there has been a notable and drastic decrease of these issues."

..... "APPLAUSE PROVIDES AN UNPARALLELED WAY FOR US TO ENSURE ALL OF OUR BASES ARE COVERED"

Trent Seed

CTO and Co-founder





The security experts handpicked by Applause are seasoned and well versed in all security vulnerabilities. “Each security expert brings his or her unique background and perspective.” Trent says “To have so many different approaches at uncovering weaknesses through a single vendor is amazing. We need to be prepared for anything and Applause provides an unparalleled way for us to ensure all our bases are covered.”

Most important of all, Oomnitza has passed all security audits with flying colors and their customers are confident that their information is safe and secure. “It has been a very professional and positive experience. There is no question we will continue to use Applause for all of our security cycles moving forward” concludes Trent.

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ABOUT APPLAUSE

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Applause ensures digital quality for websites, mobile apps, IoT products and in-store interactions in a way no other approach can - via our technology platform and managed global community of over 250,000 professional and on-demand testers. Only real people on real devices in real locations can provide the real issues and feedback that brands need to deliver great digital customer experiences. You can't hire, outsource or automate the increasingly converged digital-physical experience that defines real customer interaction, but you can replicate it with the crowdsourced approach provided by Applause.

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