oomnitza

" SECURITY ISSUES ARE NOT SOMETHING I LIKE TO LEAVE OPEN. AS SOON AS APPLAUSE IDENTIFIES THEM, WE IMMEDIATELY ESCALATE TO THE DEVELOPMENT TEAM. THIS ALLOWS US TO ENSURE OUR PRODUCT IS AS SECURE AS POSSIBLE."

TRENT SEED, CTO AND CO-FOUNDER, OOMNITZA

CUSTOMER

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 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.

Lozinski and Seed set out to create software that would deliver a much higher level of visual design based on user-centric functionality. Lozinski's vision is for Oomnitza to function as a single pane of glass across all areas of a business.

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

COMPANY
Oomnitza

INDUSTRY
Business Software

TESTING TYPES
Security

APP TYPES
Web

CHALLENGES
- Finding a scalable security solution without the cost of hiring a full team
- Educated staff on different ways hackers try to uncover security vulnerabilities

RESULTS
- Notable and drastic decrease in reported security issues
- Educated staff on different ways hackers try to uncover security vulnerabilities
- Passed all security audits and increased customers' confidence in the product

APPLAUSE°

CHALLENGE

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 its product would remain impenetrable.

There were only two options: hire a full-time security team or look for third-party help. Hiring a full-time security team would be costly and time consuming. Oomnitza required an immediate and affordable solution that could be scaled up during times of heavy penetration testing.

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

Further, the number of testers required can be adjusted based on need. "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," said Seed.

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.

Oomnitza has run several security cycles and each has identified a number of 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 the co-founders is the personal level of attention Applause gives.

"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," said Seed.

> " TO HAVE SO MANY DIFFERENT APPROACHES TO UNCOVER WEAKNESSES THROUGH A SINGLE VENDOR IS AMAZING."
>
> **TRENT SEED,** CTO AND CO-FOUNDER, OOMNITZA

RESULTS

Since partnering with Applause, Oomnitza has seen dramatic improvement in the security of its software. "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 in these security issues," said Seed.

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," said Seed. "To have so many different approaches to uncover 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 its 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," said Seed.

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ABOUT APPLAUSE

Applause is the worldwide leader in crowd-sourced digital quality testing. Software is at the heart of how all brands engage users, and digital experiences must work flawlessly everywhere. With **highly vetted testers available on-demand around the globe,** Applause provides brands with a full suite of testing and feedback capabilities. This approach drastically improves testing coverage, eliminates the limitations of offshoring and traditional QA labs, and speeds time-to-market for websites, mobile apps, IoT, and in-store experiences.

Thousands of leading companies — including Ford, Fox, Google, and Dow Jones — rely on Applause as a best practice to deliver high-quality digital experiences that customers love.

Learn more at: www.applause.com