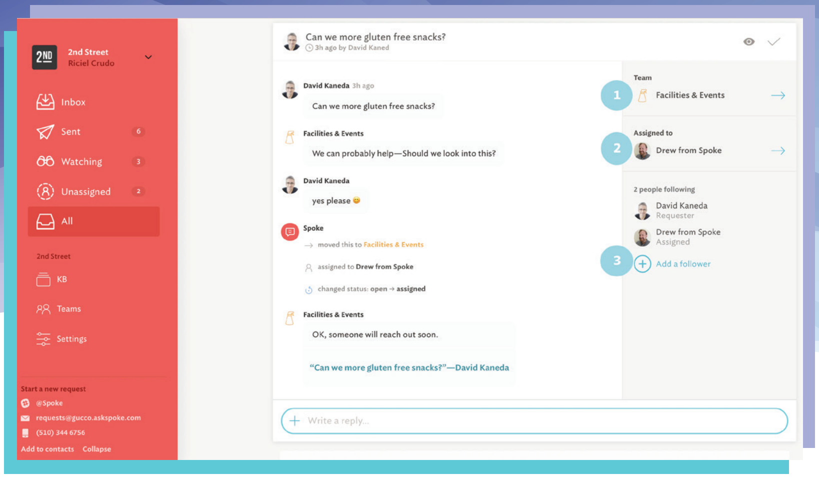
StackRox

Spoke

Case Study



Can we more gluten free snacks?
3h ago by David Kaned

David Kaneda 3h ago
Can we more gluten free snacks?

Facilities & Events
We can probably help—Should we look into this?

David Kaneda
yes please 😊

Spoke
→ moved this to Facilities & Events
assigned to Drew from Spoke
changed status: open → assigned

Facilities & Events
OK, someone will reach out soon.
"Can we more gluten free snacks?"—David Kaneda

Team
Facilities & Events

Assigned to
Drew from Spoke

2 people following
David Kaneda
Requester
Drew from Spoke
Assigned
Add a follower

Spoke wants to simplify the way companies add and process help desk tickets using artificial intelligence. The tool gives any team that provides employee support a single place to manage employee requests, including IT, HR, and operations as well as office management.

Spoke uses AI to automate rote, repetitive tasks, resolving nearly 50% of requests automatically without routing to a human. While Spoke has its own complete interface, the company has tightly integrated with Slack and the workflow tool Zapier to allow customers to apply Spoke functionality inside the systems they already use every day.

The Dual Nature of Ticketing Systems

Ticketing systems inherently encompass sensitive information, but at the same time they must be open and accessible. From the company's outset, Spoke developed its tool to be completely containerized using Docker and Kubernetes to deliver integrated access controls that increase the effectiveness of incident response. To fortify security, the company wanted a solution that would easily coordinate with Kubernetes while protecting confidential and sensitive information and could alert the team to compliance breaches across Spoke's very distributed development team.

A Kubernetes-native Security Solution

StackRox delivers the next generation in container security, with a Kubernetes-native architecture that leverages the declarative data and built-in controls of Kubernetes for richer context, native enforcement, and continuous hardening.

"We engaged with StackRox because we wanted to incorporate a solution that would run in our clusters," said Ankit Goyal, infrastructure engineer for Spoke. "StackRox has a nice UI that lets us very easily see traffic and

Spoke

Spoke is an internal ticketing system designed to leverage artificial intelligence to answer predictable employee questions with minimal or no human intervention.

Headquarters:
San Francisco, CA

Founded: 2016

Environment:
Kubernetes, Docker,
GCP, GKE

www.askspoke.com

Spoke

"We engaged with StackRox because we wanted to incorporate a solution that would integrate directly with Kubernetes and the rest of our cloud-native stack."

– Ankit Goyal, infrastructure engineer

everything happening in our infrastructure. We have a very distributed team – New York, India, San Francisco – and not everyone knows all our current security practices. With StackRox, we can be alerted right away if someone on our team is violating policies about how to do a build, and we can configure those policies according to our needs."

StackRox leverages the network enforcement capabilities built into Kubernetes to ensure consistent, portable, and scalable network segmentation regardless of CNI plugin or Kubernetes distribution.

"StackRox catches issues with images, networking, and compliance," continued Goyal. "Sometimes when you're deploying a lot of services, you don't know where the problem is. StackRox pinpoints the problems and communicates with the appropriate DevOps team on how to fix it."

The StackRox Kubernetes Security Platform addresses all the major container security use cases across build, deploy, and runtime. Spoke is most focused on leveraging StackRox for:

- **Visibility and Control** – StackRox finds and secures all running containers, enabling Spoke to track deployments across all of its development sites and protect its customers' data.
- **Compliance** – StackRox delivers an at-a-glance view of overall compliance across each standard's controls. The interactive dashboard and generated PDF and CSV reports help Spoke understand its development, operations, and security teams' adherence with regulatory and both internal and external best practice requirements.
- **Network Segmentation** – The StackRox Kubernetes Network Policy Generator automatically baselines network activity, identifies allowed but unnecessary network connectivity, and recommends Kubernetes network policies. StackRox allows Spoke to apply these updated YAML files directly to Kubernetes or send it to the DevOps teams to apply.
- **Configuration Management** – StackRox identifies misconfigurations in containers and images as well as in Kubernetes itself. Ensuring the full cloud-native stack adheres to Spoke's internal policies is crucial for protecting Spoke's customers' data.

StackRox

StackRox helps enterprises secure their containers and Kubernetes environments at scale. The StackRox Kubernetes Security Platform enables security and DevOps teams to enforce their compliance and security policies across the entire container life cycle, from build to deploy to runtime. StackRox integrates with existing DevOps and security tools, enabling teams to quickly operationalize container and Kubernetes security. StackRox customers span cloud-native start- ups Global 2000 enterprises, and government agencies.

LET'S GET STARTED

Request a demo today!
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