Customer Spotlight

TIM FITZGERALD | CLIO

Before Kolide

2020 was a test of adaptivity circulating around dramatic change that will forever influence how companies are structured. This stands true in the IT world. With a sudden switch from one main office to over five-hundred at home offices, it was time for us to rethink our approach.

Working from home created obstacles for IT that we had to rapidly remedy. From security and privacy concerns to preparing laptops in a timely manner to managing simple everyday bugs over the phone; it quickly became clear IT was crucial for company success in these trying times. Compounding these obstacles would be Clio's continued company growth driving regular onboarding of new starters.

It was time for leadership to create structure. Together with the help of Clio's IT Director, Callum (Groth), we put together a game plan. We quickly generated two main objectives;

- To implement a solution that would give us a complete view of Clio's devices across platforms and pair each device with an end user owner.

- Define a framework for engaging with end-users to resolve compliance issues that address both security and user privacy concerns.

Life before Kolide was filled with hours attempting to ascertain basic facts about devices in our fleet. Being able to determine which employees were currently using a laptop was almost guess work. When it came to Windows devices, our team would undergo lengthy investigations; our techs found themselves frequently rifling through data asset provision records or - as a last resort - reaching out to employees directly.

Life After Kolide

Then, Kolide happened. Life after Kolide fostered a much needed change. While we already had some infrastructure for understanding our Mac fleet, we were surprised and delighted with the abundance of visibility Kolide brought us. On the Window's side - their automatic employee to device tracking really cinched it. With a platform comparable to the Mac support, no matter which device I am handling I always start with Kolide.

Kolide's focus on device data accuracy and visualization has made it an invaluable tool for Clio's helpdesk. When an employee contacts the help-desk, our technicians immediately pull up the device in Kolide. Not only does it give them the most complete understanding of that device, but it also helps the tech immediately locate other issues that may be contributing to the end-user's original issue.

Clio has always focused on treating our co-workers with dignity and respect. Before rolling out any new tools, we socialize them with end-users, actively listen to concerns, and constantly iterate our approach to suit the needs of our end-users. Having banked so much good-will it was important that any security and IT tool we implemented perfectly match these honest and transparent values.

Kolide did not disappoint. When implementing new IT tools it is typically completely on us to explain the new tool to our end-users. Kolide was the first time a vendor sat down with us and actually helped us anticipate how our users might feel about deploying an endpoint product. Kolide offered an adaptable method of deploying their software around our needs. At the end of implementation – not a single employee contacted us about privacy concerns.

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To help with our roll-out we took advantage of Kolide's automatic onboarding feature which reaches out directly to end-users via Slack and guides them through the agent's installation process. This platform even proactively answers any questions they have about what data the service collects and how privacy is handled.

Kolide's approach to user education, privacy, and self-remediation parallels Clio's values which created an easy environment to work with. Providing users with the information about what we collect through their own privacy center enables us to automatically share self-remediation steps via individual Slack messages with each user.

Without establishing a trusted relationship with end-users first, these messages could feel invasive.

When the pandemic hit, IT was expected to step up and lead the way through the new order of at home offices. With the help of Kolide, Clio was able to navigate this new world as smoothly as anyone ever thought possible. I will forever be grateful for the implementation of Kolide.

ABOUT

☑ **Clio**

Cloud-based legal technology
680 Employees | Founded 2008
Burnaby, Canada