



Island



Improving Security, Transparency and Trust in the Enterprise

Kevin Reardon of Island on How to
Reinforce or Rebuild Trust in Access

iSMG



Reardon is the **vice president of customer success, advisory and architecture** at **Island**. His career of more than 25 years features diverse roles, including those as a cybersecurity operator, consultant and executive. He was most recently the COO of ZeroFox, where he built and scaled the company and its operational environment through their recent acquisition by Haveli Investments.

Transparency and trust around the business are key to your organization's success. But often security systems and practices make it difficult to gain and build upon trust "capital." Kevin Reardon of Island talks about how the enterprise browser can improve security, transparency and trust.

In this video interview with Information Security Media Group, Reardon also discussed:

- What transparency and trust mean in today's enterprise;
- What erodes these factors consistently;
- How the enterprise browser can reinforce or rebuild trust.

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- KEVIN REARDON



Transparency and Trust

FIELD: When you talk about transparency and trust, what do you mean specifically?

REARDON: There are a couple of different ways to think about this. When it comes to transparency and trust, I think about the end user and the end-user experience: how they feel security is supporting them, enabling them and helping them meet the requirements they need to be in compliance with, without inhibiting their ability to do their job.

Trust Factors

FIELD: What can erode transparency and trust in an enterprise?

REARDON: We could probably go a couple of different ways in answering that, but when we think about the erosion of security, or transparency and trust, it relates to a fundamental change in the user experience. We see situations repeatedly where individuals have to go through multiple hops to access different applications or data sources to do certain aspects of their job. All of those hops create friction, and those are the erosion points. We've got to remove those seams for users, and that helps rebuild their trust.

How to Rebuild Trust

FIELD: What advice do you have for security leaders on rebuilding or reinforcing transparency and trust?

REARDON: Maybe it's not a unique way of thinking, but it's something we need to get back to: thinking from the user's perspective. Can we implement a set of controls and capabilities based on the end user's needs and requirements and still meet our objectives? Honestly, for years we've been building infrastructure, at the network layer, the system layer and the data layer, to provide security. Now we have to start thinking about how we can take some of that away, or reimagine how those controls are applied, so the user can have a better experience.

Enterprise Browser and Third-Party Access

FIELD: You're closely associated with the enterprise browser. What results can it deliver, particularly in simplifying and securing third-party access?

REARDON: Third-party access is one of several use cases we think about, or enable, for users in a much simpler way. But we do some other unique things too, even things as simple as a password

manager. Having a password manager that's uniquely aligned and integrated into the browser removes a lot of friction for many of our customers. It's radically improving productivity and it creates a better user experience. Users feel it's a better outcome for them and IT and security teams see trust improving.

New Employee Experience

FIELD: How does the enterprise browser help create a new employee experience?

REARDON: Within the customer success team, our operational role is to work with organizations to identify what can be removed. There might be technologies at the network, system or data layer. When we layer in the enterprise browser, we consistently see how that complexity can be fundamentally reduced.

I was working with an organization considering VDI reduction because third-party contractors were having a poor user experience. After evaluating our solution, they realized not only did the user experience improve, but help desk calls dropped and user productivity increased by four to five hours per person per week.

They also analyzed and found they could reduce power, cooling and infrastructure costs. They needed less hardware, fewer systems and less memory to maintain the VDI environment. All of that adds up to a better outcome for the customer, and, most importantly, a better user experience.

User Environment

FIELD: Does the enterprise browser offer an opportunity to reimagine the user environment?

REARDON: Reimagine is a great word. Modernization or transformation is another way to look at it. From our experience, when you're looking at how an enterprise browser can actually be applied, "reimagine" definitely fits. But there's some interchangeability and nuance with each of those ideas.

Moving on From Commercial Browsers

FIELD: How can organizations move from relying on commercial browsers and struggling with trust to the vision you're describing?

REARDON: It's interesting. I don't know if organizations are necessarily tied to a specific commercial browser. Maybe they're using a browser developed by another company, but how many of those browsers were actually built with consumers in mind, not enterprises?

The first real step is to look at all the places you're using a browser. Then ask: if we could change just one thing to make it better or easier for the end user, is that a good approach? We've talked about third-party access. I gave the example of contractors and password managers.

Maybe an organization has a group of interns, or seasonal employees brought on for the busy holiday season. The effort to roll out hardware, laptops and entitlements for hardware and software can all be replaced with an enterprise browser. Why wouldn't you want to explore that and see if it's possible to drive real, positive, fundamental change?

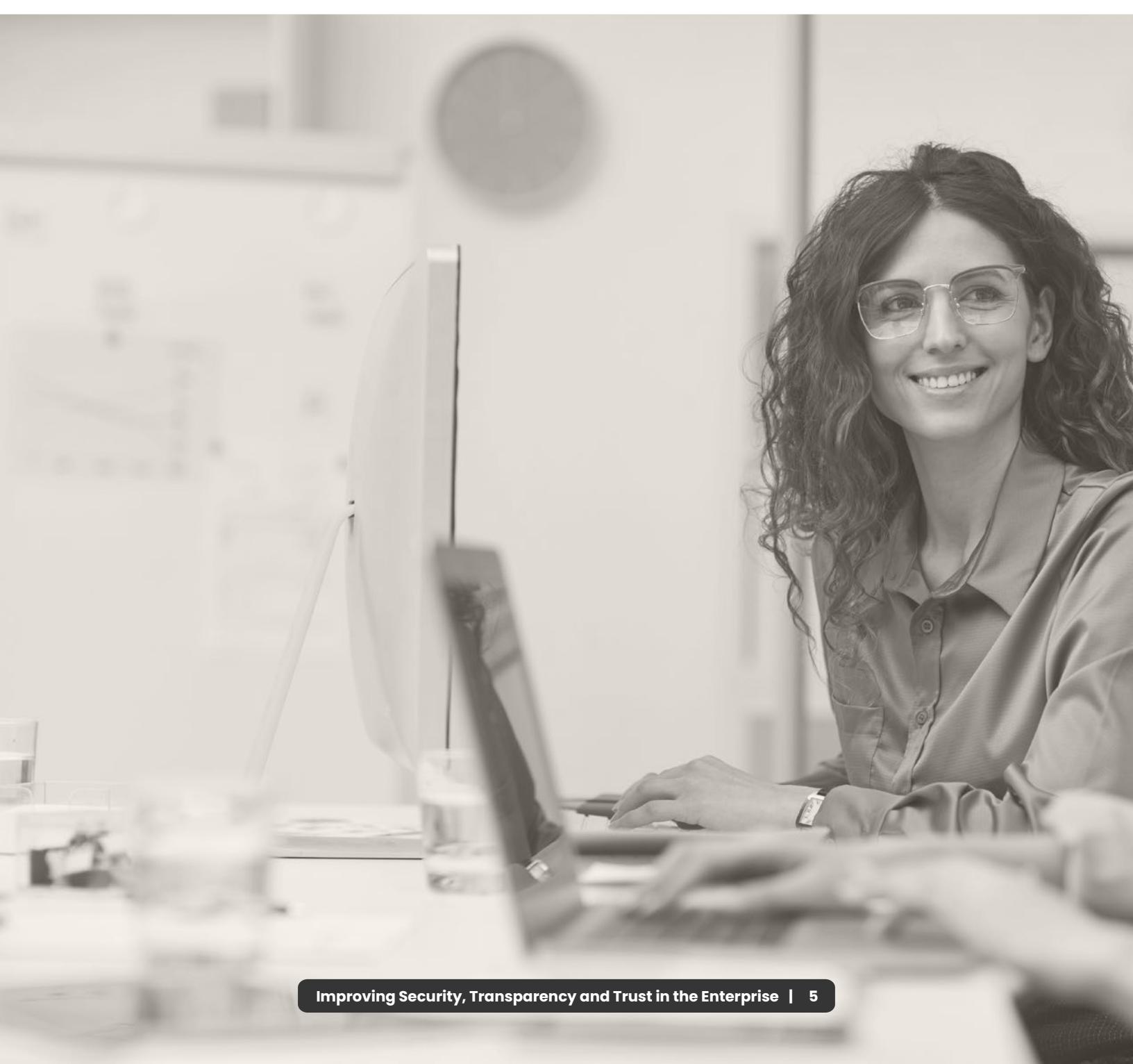
More on Island

FIELD: Where can our audience learn more about the enterprise browser and Island specifically?

REARDON: We'd love to demo the technology. We always refer people to our website at island.io, but by all means, reach out, we'd welcome the chance to talk in more detail and show you what's possible.

KEVIN REARDON:

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(800) 944-0401 • sales@ismg.io

