

About

Qintel is a leading source and provider of threat intel products and services that are Targeted. Tactical. Relevant. Qintel understands that sharing and communicating sensitive information internally and with customers requires a Zero Trust secure collaboration suite. They selected Wickr to meet both these needs. Qintel has extended the workflow model by automating their tasks. Here is how they use WickrIO gateway to address their needs:

Situation

Qintel operates in a fast-paced environment that requires secure communications in near real time on multiple devices. Email won't cut it right now since we use PGP — not many folks have PGP capabilities on their phone. Plus, depending on how much mail one actually gets, communications could still get buried. SMS could work, but some of the messages are lengthy and even with big screens no one wants to scroll and scroll. Not to mention the data could transit various networks in the clear and it doesn't easily permit interactions with other systems or users.

Action

Reviewing Wickr documentation we determined a Web Interface Integration would do the trick for us. The process was well documented, and we were able to prototype a solution that met our initial set of requirements. From here we moved to a production-based setup that handles a few things for us. It should be noted that all of the items below operate utilizing the Web Interface Integration, meaning we were able to share the core code between the varying projects to get the necessary information into the respective Wickr rooms.

1. Users utilize existing process (JIRA) to create RFIs. We wrote code that interacts with the JIRA API to pull out these RFIs, format them accordingly and subsequently securely send to a dedicated Wickr Room. The participants in this room utilize Wickr as an integral part of their workflow and are able to take and act on the information more easily, saving time, gaining efficiency and getting the information back into the requestor's hands more quickly. Next steps for us here is to review the ZenDesk Integration and see how we can modify it to work more seamlessly with JIRA so we can decrease the amount of code/moving parts.
2. While we utilize commercially available log collection, analysis and alerting products there are just some things we deemed important enough to also push to a dedicated Wickr room. These alerts, which we have fine-tuned, allow our folks to quickly triage and resolve issues quicker.
3. In an effort to get information disseminated out faster to various groups, we decided to leverage the same code to send both daily and weekly notifications and statistics on various malware families we are tracking. This provides our people with the situational awareness they need as we collect. Next steps for us here is to review the FileBot/attachments to quickly and securely send files.

Result

Utilizing the Web Interface Integration aids us to be more efficient with secure communications and alerting for threat intelligence across our organization. With minimal effort we are able to integrate with existing systems and processes which makes adoption more easily attainable.

Want to learn how Wickr can help your organization?

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