



## INCLUDE SECURITY

From launch to conclusion, Include Security uses SendSafely to protect all aspects of the client engagement.

Include Security, a leader in cyber security consulting, specializes in uncovering software vulnerabilities for high-profile clientele, ranging from Fortune 500 companies to emerging tech startups. Their mission is to safeguard organizations by delivering top-notch security services, penetration testing, and tailored offensive assessments. The company sought a secure file solution to protect all aspects of their client engagements, from project launch to conclusion. Given the sensitive nature of their work and the expectations of their elite clients, the solution had to be both highly secure and user friendly – a search that led them to SendSafely.

## The Challenge

Securing sensitive client data has always been a cornerstone of Include Security's operations. A solution for protecting highly confidential information such as exploitable application vulnerabilities was needed to comply with contractual obligations and compliance regulations such as SOC2 Type II, where encryption at rest and in transit is mandated.

*Approximately 40% of their clients struggled with complex PGP encryption, leading to delays and frustration. This dropped to 1-2% with SendSafely.*

Include Security was previously using legacy PGP to encrypt their deliverables, however, approximately 40% of their clients struggled with this complex encryption, leading to delays and frustration in communications within the project delivery process. The desired solution needed to reduce this friction in the engagement communication process as much as possible.

Include Security needed a user-friendly solution that would reduce client challenges and comply with SOC2 Type II requirements, including robust encryption for data in transit and at rest.



# The Solution

Include Security implemented multiple SendSafely features into their client engagement workflow, streamlining their secure file management and client communication processes from project start to finish.

## Phase I: Project Launch

### Dropzone

At the outset of every engagement, Include Security uses the Dropzone secure file upload to facilitate the seamless collection of client assets and artifacts.

## Phase II: Execution

### Workspaces

During project execution, internal teams use Workspaces to store sensitive assets required for engagement execution, including the SOW, credentials, and other software artifacts. A Workspace is created for each client engagement, provisioned for “need to know” team members and bookmarked to an engagement chat channel for easy access. Team members trust everything they need to execute on the engagement can be found in the Workspace.

### API

Additionally, a custom integration built using the SendSafely Python SDK automates the collection of client artifacts needed for the security assessment. The automation gathers artifacts from 3<sup>rd</sup> party systems and stores them in a SendSafely Workspace. This automation eliminates manual steps and reduces the amount of handling applied to the source code.

## Phase III: Conclusion

### Send

At the conclusion of the engagement, Include Security uses the secure transfer feature to send deliverables which often contain highly confidential vulnerability information to the client easily and securely.

### Data Retention

Finally, it is an easy clean up at the end of the project. The Workspace is deleted, and Include Security has assurance that client data is purged from their systems. “Our concerns about the security and sanctity of our clients' information are alleviated when we use the Workspace feature.” – Erik Cabetas, CEO & Founder

For more information on how your business can benefit from SendSafely or to start a free trial, go to [www.sendsafely.com](http://www.sendsafely.com) or email [sales@sendsafely.com](mailto:sales@sendsafely.com).



# Business Impact

Include Security has enjoyed the following benefits following the successful implementation of SendSafely:

- **Improved Client Experience:** SendSafely reduces friction in the engagement process by delivering secure reports to customers without confusion. The percentage of clients struggling with encryption dropped from 40% to just 1-2%, enhancing satisfaction and process efficiency. "They just intuitively get it" said Founder Erik Cabetas.
- **Enhanced Compliance:** SOC2 Type II compliance is ensured with SendSafely's encryption capabilities.
- **Operational Efficiency:** Automated workflows reduce the manual effort involved in artifact collection, resulting in happier Technical Project Managers and happier clients.

*"Our collaboration with SendSafely redefined our client engagement model. We've seen tangible improvements in client satisfaction and internal process efficiencies, all while maintaining top-tier security standards."*

*-- Erik Cabetas, Founder of Include Security*



**SOC2 Type II**  
Compliance Ensured



**38%**

Improvement of client satisfaction when receiving encrypted communications



**50 hours**

Minimum time saved per year managing client communications

*"The best products are the ones that users don't have to think about because they just work. SendSafely has always been one of those products when I've used it, so I can focus on the rest of my workflow."*

*- Include Security expert hacking team member*

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