

CASE STUDY

KALLIK

Visibility and Security Roadmap with KPIs

OVERVIEW

-  **Challenge:** Kallik needed to be secure and compliant to handle customer data but lacked visibility to understand where to start.
-  **Process:** Intragen collaborated with Kallik to carry out an assessment of their identity security, including Breach Attack Simulation.
-  **Outcome:** Visibility of current security state and weaknesses with actionable steps and KPIs to plan a security roadmap.
-  **Future:** Continued emphasis on security and risk management to keep pace with an evolving market.



ABOUT KALLIK

Recognised as a leading player in enterprise labelling and artwork management and compliance by Gartner, Kallik are a UK-based leader in label compliance systems. Gurdip Singh joined Kallik as CEO at the end of 2019 following investment from FPE Capital and their plans for accelerated growth incorporated the need for improved levels of security, given that Kallik deliver their offerings to clients in highly regulated industries such as healthcare.

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It's given me a very clear path and set of actions that we need to implement...

Gurdip Singh, CEO at Kallik

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CHALLENGES

With a fresh perspective, Gurdip Singh, CEO, was able to identify security as a key area of the business to improve upon in the plans to accelerate Kallik's growth.

Kallik were aware of the need for security as they handle **sensitive customer data** that could potentially impact patient well-being for healthcare organisations, but they did not have the information about their **current maturity level** to know how to improve in a way to maximise ROI by prioritising the most important areas first.

Kallik saw security as a differentiator for them against competitors. Their customers need assurance that sensitive data is handled at a consistently high level of security, and Kallik want to acquire **ISO27001** to give their clients that level of confidence.

Their predominant obstacle was the **lack of visibility** to understand where to start improving, and they did not have the in-house skills and tools to achieve this.

They wanted a view of their organisation from the attacker's perspective to understand how best to **automate and simplify their identity security controls**, such as authentication and privileged access management.

Kallik were also challenged with the need for **behavioural change** within the organisation to ensure the success of any security solutions that were implemented.

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It's a driver for change, absolutely. And that was one of the key reasons for doing the exercise.

Dave Tarbuck, VP Customer Success at Kallik

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PROCESS



Kallik collaborated with Intragen for an assessment of their identity security, including processes such as joiner, mover, leaver (JML) and privileged access management (PAM).



During the assessment, Intragen carried out a series of interviews with key roles within the business, such as HR and the IT team, to gather information and provide a detailed report.



The assessment included Breach Attack Simulation (BAS), using technology from Intragen's partner, Picos Security. BAS assesses an organisation's ingress points, such as email or network. The simulation shows the potential impact for the company, forcing change and conversation between stakeholders.



Dave Tarbuck, Kallik's VP of Customer Success, described Intragen as "very professional in how they approached the whole situation", using their experience to empathise with the Kallik team to gather the necessary information for the assessment.

Highly Regulated Industries

Kallik often work with clients in highly regulated industries, such as healthcare, who require a certain level of security and compliance from their partners. In the case of healthcare, security can even have an impact on patient wellbeing.

FUTURE

Kallik are starting to bring more automation and artificial intelligence into their processes and are concerned at the level of counterfeiting of products that customers are producing. They are hence mindful of risks that could expose customers' businesses and continue their security journey.

Kallik see security as a "continous journey" rather than a one-stop shop and that security will become part of Kallik's "DNA" to keep pace with the evolving market.

Gurdip Singh suggests that a team like Intragen can be a "massive resource to any company, by bringing awareness of what's coming round the corner and what you need to be thinking about strategically as a business from a security point of view. And secondly, helping you with solutions to protect yourself."

OUTCOMES

1

Visibility of Kallik's current maturity level to provide a starting point, understand weaknesses and bring peace of mind knowing any gaps have been highlighted and can be resolved.

2

A clear path of actionable steps to implement as part of a security journey, with measurable KPIs against each action.

3

Accountability for the Kallik team and understanding what level of risk they could afford as a business.

4

Informed buying decisions moving forwards for maximum ROI on security solutions.



To find out more about Intragen's offerings and how we could help your organisation with identity and access governance and security, [contact one of our team today.](#)

