entitle x ✳ Sourcegraph

Case study

Sourcegraph employees get permissions 25x faster with Entitle

Key outcomes:

Access is granted 25x faster

JIT access admin escalations

Audit-ready access logs
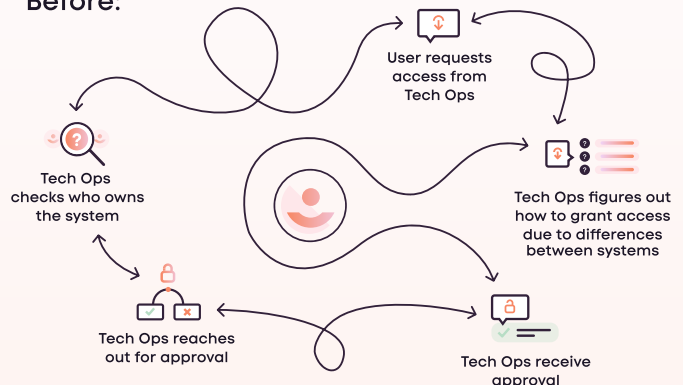
Tech stack:

Introduction

Sourcegraph is a San Francisco-based software company that provides a code search and intelligence platform that helps developers search, understand, and navigate large codebases. With a growing number of clients and projects, the company needed a better system for managing access and permissions across its various cloud and developer tools.

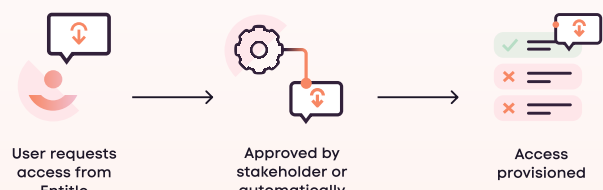## A painful manual permissioning process

Previously, the process for granting access involved manual requests to the internal tech ops team, who would then seek approval from the relevant system owner. Once approved, the tech ops team would figure out how to grant access, which varied depending on the system. This process was time-consuming and could be prone to error.

Later it became Terraform-based, where someone with knowledge of Terraform, like the security team or cloud team, would have to modify and apply the changes. Not ideal for an agile tech company and engineers who deal with dynamic resources. Also, Terraform does not have built-in features for tracking or auditing changes to permissions, which can make it difficult to maintain compliance or investigate security incidents.

Before:

User requests access from Tech Ops

Tech Ops checks who owns the system

Tech Ops figures out how to grant access due to differences between systems

Tech Ops reaches out for approval

Tech Ops receive approval

After:

User requests access from Entitle → Approved by stakeholder or automatically → Access provisioned

Choosing Entitle

Sourcegraph recognized the need for a more efficient and scalable system for managing access and permissions. After considering several other solutions, the company chose Entitle due to its ability to scale with increasing projects and support for its cloud-specific cloud environment.

"Entitle's scalability, maturity, and ability to audit permissions at a point in time made it a better solution than other competitors Sourcegraph had evaluated. Entitle reads across projects, and everything new that's added is read by Entitle and is good to go."

Mohammad Alam
Security Engineer, Sourcegraph

Streamlining access requests and grants with Entitle

With Entitle in place, the process for granting access has been streamlined and automated. Individual requests for access are routed to the relevant stakeholders for approval, and access is granted within minutes. Everything is logged in the Entitle system, allowing for easy auditing and justification of access.

Entitle improved Sourcegraph's time to completion and set up in terms of who needed to approve access. An individual can now request access through Entitle. It gets routed to the people who oversee either the project or the resource. Everything is logged in the Entitle system, so the access justification is always available in the logs.

Impact: faster access, least privilege

With Entitle, Sourcegraph was able to reduce the time it took to grant access to systems from hours or days to just minutes. The tool allowed for a reduction in admin on TechOps accounts and eliminated the need for long-standing admins in their systems.

Sourcegraph employees now get permissions they need 25 times faster than they used to. Before Entitle, the time it would take employees to receive access after they request it would take hours. Now, for the most part, almost every access request is fulfilled immediately or within minutes.

Before Entitle, granting access to someone in Google Cloud, GitHub, Cloudflare, or any other tools, could potentially create unwanted attack vectors. It's hard for a small tech ops team to keep track of 200 employees and all the different access they were requesting. With Entitle, the access granted to the teams working on it expires within X amount of hours, up to a day, and then it automatically expires. The teams will not have access to the system when they are not working on it, so it's more secure.
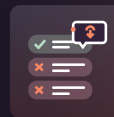
Benefits of using Entitle include:

Reduced time to completion for access requests

Clear ownership and approval processes for access requests

Logging of access requests, approvals, and justification for auditing

Scalability for managing access across multiple projects and tools

Improved security by ensuring access is granted only as needed and automatically expires when no longer in use

Conclusion

Entitle has significantly improved Sourcegraph's access management process by reducing the time to completion, enabling the clear owners of the product to do approvals, logging justifications for access, and granting temporary access to the production environment. With Entitle, Sourcegraph now has a more secure access management process, and it makes their leadership team sleep a little bit easier at night.