Guild chose MIND to secure vital company and customer data

Customer story

Guild

Industry: Technology, Education

Headquarters: Denver, CO

Founded: 2015

MIND Solutions
Cloud DLP
Endpoint DLP
Email DLP

Dealing with highly sensitive information from more than six million users annually, the Guild security team needed a full-scale data loss prevention solution that could stop data leaks without adding headcount

Challenges

- Guild is a remote-first company and their sensitive data was extremely vulnerable.

- Guild was looking for a data loss prevention (DLP) solution that didn't require additional headcount.

- Guild lacked visibility and control of their sensitive data and relied on employee self-classification

Solutions

- MIND™ enabled Guild to see how their sensitive data is moving across disparate apps and environments used by thousands of remote employees.

- Guild was able to reliably classify and get context around their sensitive information.

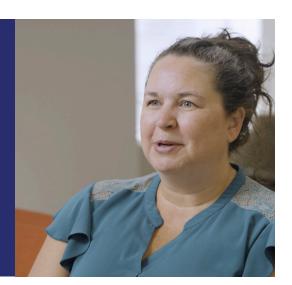- Deploying MIND was extremely easy and the data security team could realize value almost immediately.

Guild is on a mission and they don't want data security to jeopardize it

Guild is an education-management company that unlocks opportunities for America's workforce. The company was founded in 2015 with a mission to make higher education accessible for the masses, specifically up-skilling adult workers who might otherwise be unlikely to pursue higher learning.

Guild partners with many of the largest employers in the country, including Walmart, Target, Disney and PepsiCo. With so many users of their platform—more than six million in 2023 alone—there's a staggering amount of data needing to be secured. Sensitive data includes personally identifiable information (PII) like social security numbers, as well as company secrets, cloud keys, employer data and financial information.

"The value that Guild has derived from MIND is we haven't had to build out a full DLP team. I didn't need to hire three to four people just to manage MIND."

Julie Chickillo
VP of Information Security, Guild

Guild was looking for complete data security - without growing their security team

Guild didn't want to build out a full DLP team. What they wanted was a solution that could be managed by their existing security team—without taxing their budget, time or resources. "Being able to deploy a data loss prevention program not only seamlessly, but with a small team and not a huge hit to the budget...that was a big win for me," said Julie Chickillo, Vice President of Information Security at Guild. Plus, MIND was impressively easy to deploy. "Even that same day we were seeing value," she added.

Guild also wanted a complete solution—one that could track data at rest, in motion and in use across many different sources. "Before, we had zero visibility across data sources, and we certainly couldn't correlate across them," said Chickillo. "Let's say we had a million documents, we had no idea what they were. With MIND, we were able to get immediate visibility into the types of documents we had." When MIND was implemented, Guild was able to take swift action to prevent data loss.

> ## "MIND gives us a single-pane view of where our data is, where it's going, how it's moving and who's touching what."
>
> **Michael Alegre**
> Director of IT Operations, Guild

Solving many use cases including stopping data leaks during layoffs

MIND can help address diverse data security use cases, but an urgent and unexpected one occurred for Guild during recent layoffs.

> ## "We recently had a layoff and suspected people from the impacted list might send documents in emails. We were able to fine-tune a policy and actually start getting proactive alerts about people sending themselves information that they shouldn't be."
>
> **Julie Chickillo**
> VP of Information Security, Guild

"If they suspected they might be on a layoff list, or once the layoffs happened, we could see if somebody else at Guild started sending impacted employees documents. And so that's been really helpful and inspired us to go further in our data loss prevention program." Even in the midst of chaos and uncertainty, MIND was able to shine the light in difficult situations.

Understanding and classifying sensitive data with precision

Previously, Guild attempted to manually classify and tag their sensitive files through employee involvement, however, they quickly found out the effort was ineffective and inaccurate. "We had thousands of documents that were not classified. And asking end users to go in and classify thousands of their docs was just not going to be possible," said Chickillo.

> ## "MIND has been able to help us surface classifications based on their AI model and help us push classifications back onto the document. So for us it's been a way to automate our data loss prevention program."
>
> **Julie Chickillo**
> VP of Information Security, Guild

Context-awareness is key for investigations

"The context that we get in MIND is actually really helpful. There's a really nice layout of when the document was created, what kind of document it is and how it's being shared," said Chickillo. "The activity log has been the most helpful. In some of our investigations, you're able to see not only how it's being shared, but you can see if it's downloaded and how other enterprise search tools are interacting with it."

"We don't want everything to show up in our enterprise search engine, so we're able to see clearly when that's happening and then we can take action if we don't want it showing up there." Context is critical to better understand the level of data sensitivity, risk severity of policy violations and conducting investigations and remediation.

Dramatically few false positives to reduce noise and focus on what matters

Guild's usage of older, legacy solutions wasn't positive. "My experience with data loss prevention tools historically has been a high number of false positives," said Chickillo. "This is why I was hesitant to even start a DLP program here at Guild. You really have to build out an entire team just to support handling the false positives."

"My experience with the team at MIND is so positive. I can't say enough about the core team that's been working with us. Anytime we ask a question or ask for a feature addition, we get such a fast response," said Chickillo. "And when it shows up in the product, it actually looks good, too. It's seamless."

Before meeting MIND, Guild was experiencing the challenges of managing information security in a remote-first environment. On a daily basis, thousands of employees across the globe were moving data and documents across numerous tools and platforms. Since then, MIND has given Guild newfound confidence in their ability to build a strong DLP program and prevent data loss. And, gave them immeasurable peace-of-mind knowing their sensitive data would be well-protected.

Our mission

Help digital organizations thrive in the AI era by protecting their most sensitive data, mitigating risks and preserving reputations.

We enable your business to mind what really matters – your most sensitive data, risky users and suspicious behaviors with complete context, so you can automatically identify, detect and prevent data leaks with AI and prioritization using fewer resources. Only MIND with AI can deliver on both proactive and reactive security of data at rest, in motion and in use by understanding your business context and mitigating data risks.