Case Study

Teleport

# KnowBe4 Strengthens AWS Security and Resiliency with Teleport Infrastructure Identity

knowbe4

**INDUSTRY:** Cybersecurity / Security Awareness and Training **HEADQUARTERS:** United States

**MARKETS:** Global **AWS PARTNER:** Yes

**MISSION:** KnowBe4 helps organizations strengthen their security culture and manage human and agentic AI risk through its HRM+ platform, which includes awareness training, integrated cloud email security, real-time coaching, crowd-sourced anti-phishing, AI Defense Agents, and more.

KnowBe4 is a global cybersecurity leader, trusted by more than 70,000 organizations to help manage human and AI agent risk and improve security awareness at scale. As a cloud-first SaaS company operating in highly regulated environments, KnowBe4 places a strong emphasis on reliability, security, and operational excellence.

As the company's engineering organization and AWS footprint continued to grow, KnowBe4 faced increasing complexity in its cloud infrastructure, production systems, and internal services. The security team needed to modernize access controls in a way that removed friction for engineers and aligned with zero-trust principles.

Teleport became a key component of KnowBe4's infrastructure security strategy, providing unified identity and access across AWS and Kubernetes environments, accelerating engineering productivity and improving infrastructure resiliency.

## Challenge

TKnowBe4's rapid growth and expanding AWS footprint introduced several identity and access challenges:

- **A growing number** of engineers, services, and environments
- **Increased reliance** on AWS-native services and Kubernetes-based workloads
- **Increased risk** from long-lived credentials and associated operational complexity
- **Delivering a positive experience** to engineers while maintaining strong security controls

Before Teleport, identity and access relied on static credentials, manual processes, and fragmented tooling. These approaches created operational overhead for security teams and introduced risk through over-permissioned access and limited visibility.

KnowBe4 needed to modernize its approach to privileged access to:

- **Enforce** least-privilege access by default
- **Provide** strong auditability and traceability
- **Integrate** cleanly with AWS, Kubernetes, and existing identity providers
- **Remove** friction from engineering workflows

## Solution

After evaluating available options, KnowBe4 selected **Teleport** to serve as its **infrastructure identity provider** for its AWS-based infrastructure.

Teleport was deployed across KnowBe4's cloud environments to improve resiliency and modernize privileged access:

- **AWS-hosted infrastructure**
- **Kubernetes clusters**
- **Servers and internal services**
- **Production and non-production environments**

By deploying Teleport across the AWS infrastructure, the security team eliminated static credentials, unified and hardened identities, and implemented just-in-time access. Teleport integrated with KnowBe4's existing identity provider, providing seamless interoperability with existing investments.

Teleport's automation-friendly, infrastructure-as-code design enabled KnowBe4 to securely scale its access policies as the organization grew.

> **"Teleport gave us a way to modernize privileged access without forcing engineers to change how they work. Security improved, but productivity stayed high.**

## Results

### 1. Improved Security and Compliance Posture

With Teleport, KnowBe4 significantly reduced reliance on long-lived credentials and standing privileges. Engineers now authenticate using biometrics and are authorized for needed systems based on tasks, with time-bound access that aligns with least-privilege principles.

This shift improved KnowBe4's overall security posture, strengthened auditability, and increased visibility into access across AWS environments.

### 2. Reduced Operational Overhead

Teleport replaced fragmented identity systems and manual access request workflows with centralized identity and access controls, reducing the administrative and operational burden on security and platform teams.

### 3. Better Engineer Experience

Teleport improved the daily experience for engineers, making it easier for them to access the cloud resources they need. Engineers can securely connect to required resources without juggling credentials or navigating complex approval processes and access paths. The result is faster onboarding, fewer delays and interruptions, and improved day-to-day productivity.

### 4. Scalable Foundation for Growth

Teleport provided KnowBe4 with a scalable identity and access model that can grow alongside its AWS footprint — supporting new teams, services, and environments while preserving KnowBe4's security posture and resiliency.

## AWS Partner Perspective

As an AWS Partner, KnowBe4 relies heavily on AWS-native services to power its cloud platform. Teleport integrated seamlessly with KnowBe4's AWS architecture, complementing existing AWS security controls while further improving resiliency and increasing the productivity of engineers.

Teleport enabled KnowBe4 to:

- Modernize privileged access to AWS-hosted infrastructure, eliminating management of static IAM credentials
- Unify and enforce access policies across AWS and Kubernetes environments
- Improve auditability and identity security with visibility into who accessed which resources and when
- Implement zero trust and compliance best practices

By combining AWS services with Teleport's infrastructure identity platform, KnowBe4 established a more secure and scalable foundation for operating in the cloud.

## Future Plans

KnowBe4 plans to continue expanding its use of Teleport as its cloud environment evolves. Areas of future exploration include:

- **Extending** Teleport to additional internal services and workflows
- **Deepening** automation and policy-as-code practices
- **Supporting** new teams and environments as the organization scales
- Teleport remains a foundational component of KnowBe4's long-term approach to **managing** infrastructure identity.

## Key Takeaways

- **Before Teleport:** Fragmented access tooling, static credentials, and operational overhead
- **After Teleport:** Unified identity and access controls across AWS and Kubernetes
- **Impact:** Improved security posture, reduced operational burden, and improved engineering productivity