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Transcript

00:00:00 Debbie Garner

Hi everyone, welcome to full access. Hosted by Gracious this is podcast episode #2. My name is Debbie Garner and I am enjoying my life after law enforcement career as the solutions evangelist for grace. If I am one of the hosts of full access, I'm joined by my co-host, Wilton Cleveland.

00:00:21 Debbie Garner

A salesperson extraordinaire with Gray shift.

00:00:24 Debbie Garner

Today we are excited to be talking with Gray shipped Co founders, David Miles and Brayden Tom.

00:00:30 Debbie Garner

David is the CEO of Grey Shift, and Brayden is the chief product officer at Grey Shift, and we're thrilled to be able to speak with them today about their careers, the origins of grey shift, and maybe some little known facts about themselves.

00:00:43 Debbie Garner

In the company.

00:00:45 Wilton Cleveland

Yeah, so I'm just.

00:00:46 Wilton Cleveland

I'm excited that we're here for our second episode and and I'm always excited to talk to David and Brayden.

00:00:53 Wilton Cleveland

I always learn quite a bit every conversation.

00:00:55 Wilton Cleveland

I have with them.

00:00:56 Wilton Cleveland

So I'm kind of excited to get started on this one.

00:00:59 Debbie Garner

I am as well, so let's jump right in.

00:01:02 Debbie Garner

Then David, you know, introduce yourself a little and tell us about your background and maybe some.

00:01:09 Debbie Garner

About your career before Gray shift.

00:01:11 David Miles

OK, definitely I thank you Debbie and thanks Wilton for having us on today.

00:01:16 David Miles

So my background is actually not in the forensic space at all.

00:01:19 David Miles

I got my start in cyber secure.

00:01:22 David Miles

And I first went to a company called Internet Security Systems which is based in Atlanta, GA. I started working there in 2001 very early in my career and during the time I was there we worked closely with third party vendors to identify and remediate 0 day vulnerabilities, and as a company we delivered, you know at the time.

00:01:41 David Miles

The leading intrusion.

00:01:42 David Miles

Detection and prevention system on the market, as well as an enterprise vulnerability scanning capability that was backed by our internal research that we did within our team called X force and so so. I worked at ISS for a number of years. We were acquired by IBM in 2006.

00:02:00 David Miles

And and while there, I pivoted from working in the defensive context with cyber security and I moved to working in the offensive space where where we had developed relationships with the with the number of U.S. government agencies to build custom cyber products and so in 2008 I left there with.

00:02:20 David Miles

With some colleagues and we started a company called end game.

00:02:23 David Miles

Engame continued that work of building, you know, working with federal agencies, but pivoted their time to build with, you know, with our offensive cyber expertise to build an enterprise security product and ultimately in game was acquired by Elastic in 2019. But I I was only at end game.

00:02:43 David Miles

For about 5-6 years and then had left there in 2013 to join.

00:02:47 David Miles

Eva Accubonds another security company focused on selling third party security products, but we also had a services organization where we built out a research team and it was here that I met Brayden, Justin, and Sean, who who are the other three cofounders of Grey Shift. And we left there in 2016 to start.

00:03:07 David Miles

Grey shift where we took our background that we had cultivated all of us in different ways over the you know over the course of our careers in vulnerability discovery and exploitation to build a Gray key product and so from start to finish.

00:03:20 David Miles

That's that's how I ended up with Grace.

00:03:22 Debbie Garner

Nice OK, so Braden, what about you?

00:03:25 Debbie Garner

Sort of introduce yourself and tell us about your background and some about your career before Gray shift before meeting David.

00:03:32 Braden Thomas

Sure, and thanks.

00:03:33 Braden Thomas

Thanks for having me on.

00:03:35 Braden Thomas

I'm I'm excited to be here.

00:03:37 Braden Thomas

Let's see, uhm, I started at Apple straight out of college and I was working in the product security department.

00:03:47 Braden Thomas

Growing up, I had always used Apple computers.

00:03:50 Braden Thomas

I started programming on the Apple two GS with basic and then, you know, through sort of the dark days of of Apple.

00:03:58 Braden Thomas

I we stuck my family stuck with the Max when a lot of people.

00:04:02 Braden Thomas

Sort of abandoned Apple computers, but you know, we stuck with it.

00:04:06 Braden Thomas

And so by the time I graduated from college.

00:04:09 Braden Thomas

Uh, you know I I think sort of a dream job for me was security at Apple because I'd gotten super interested in security while I was in college and I was studying computer science.

00:04:23 Braden Thomas

So the the job at Apple was finding and fixing vulnerabilities.

00:04:29 Braden Thomas

It was it was vulnerability research essentially was what they called proactive product security.

00:04:35 Braden Thomas

Great people a good company, uh, had a good time there, but after a number of years after about six years I started to see this kind.

00:04:47 Braden Thomas

Of glamorous world of security consulting, this would have been around 20.

00:04:53 Braden Thomas

And so you know, in the security community you had these.

00:04:57 Braden Thomas

These consultants, typically who would go around on these kind of speaking tours and they were hacking things.

00:05:06 Braden Thomas

You know it was, you know there was this kind of debate about junk hacking versus, you know.

00:05:13 Braden Thomas

Hacking, like really hard targets.

00:05:15 Braden Thomas

You know this was the era of jackpot.

00:05:19 Braden Thomas

Thing where you know a guy made an ATM spit out cash and so I really wanted to get in, you know, get out of the sort of the the windowless room that Apple kept us in and you know be able to speak to other people and and you know, maybe get my name out there a little bit.

00:05:38 Braden Thomas

And so I joined.

00:05:39 Braden Thomas

Accuvant, which you know had this research consulting practice.

00:05:44 Braden Thomas

So essentially we would go around and.

00:05:49 Braden Thomas

You know work with a variety of companies on their products, typically an embedded product, and we would do vulnerability research and exploit development for those vulnerabilities against that product.

00:06:01 Braden Thomas

And then we would have a good bit of time to do open-ended research that you know we could talk about publicly.

00:06:08 Braden Thomas

So we did a lot of really cool work.

00:06:09 Braden Thomas

Like for example uhm.

00:06:12 Braden Thomas

We worked on implantable cardiac defibrillators, which are a device they they implant inside people's bodies to restart their hearts. If if they have heart failure.

00:06:23 Braden Thomas

We did work on the smart grid, which you know is part of, you know, critical infrastructure, so it is critically important that those devices are secure so that you can't, you know, shut down the power grid remotely or financial services industry, so it's a lot.

00:06:42 Braden Thomas

Of cool work.

00:06:43 Braden Thomas

It was very different than Apple, obviously very exciting.

00:06:47 Braden Thomas

But you know, I was kind of transitioning from doing pure vulnerability research at Apple to then doing more and more exploit development as a consultant at accuvant.

00:06:58 Braden Thomas

And then I met the other cofounders, including David, who were doing primarily exploit development.

00:07:03 Braden Thomas

And I started.

00:07:04 Braden Thomas

Doing more and more work with that team.

00:07:06 Braden Thomas

Until we formed Gray shift.

00:07:08 Debbie Garner

It's incredibly interesting for someone like me coming from a law enforcement background to now sort of understand the the evolution of, you know, your your experience and how that led to Gray shift.

00:07:23 Wilton Cleveland

Yeah, I I would agree that it's kind.

00:07:25 Wilton Cleveland

Of a completely.

00:07:26 Wilton Cleveland

Outside of law enforcement and into now, or you're assisting law enforcement in such a such an interesting way.

00:07:33 Debbie Garner

You have worked on some really cool things, Braden.

00:07:35 Debbie Garner

As far as like the defibrillator and the critical infrastructure power grid.

00:07:40 Debbie Garner

And now this critical tool for law enforcement.

00:07:43 Braden Thomas

It's well, it's, it's a lot of fun.

00:07:45 Braden Thomas

I mean, I've I've always enjoyed finding vulnerabilities and exploiting them.

00:07:50 Braden Thomas

There's truly nothing like it.

00:07:51 Braden Thomas

I remember the first time.

00:07:53 Braden Thomas

I exploited vulnerability.

00:07:55 Braden Thomas

It was a.

00:07:57 Braden Thomas

It was a remote vulnerability on, of course a Mac, and this was prior to me working at Apple, and from that moment on I was hooked.

00:08:11 Braden Thomas

You know on the on finding these vulnerabilities and writing exploits for them, there's there's nothing more exciting than it.

00:08:17 Braden Thomas

When you finally get that exploit to work.

00:08:20 Wilton Cleveland

At David tell us about the origins.

00:08:22 Wilton Cleveland

Of Gray shift.

00:08:23 David Miles

OK yeah sure so well you know Brady and I met at.

00:08:28 David Miles

You know at Akiva and we and there were two other Co founders there.

00:08:32 David Miles

Justin and Sean.

00:08:34 David Miles

The four of us.

00:08:35 David Miles

Left there in 2016 to start Gray shift and so you know we started the company with the idea that there's a.

00:08:44 David Miles

You know there's there's a real challenge for law enforcement when it comes to accessing modern mobile devices, and so you may recall back in it was in mid to late 2015.

00:08:56 David Miles

I think when the San Bernardino case happened that really I think made your average person aware of this this.

00:09:02 David Miles

Challenge and that was a case where there was a.

00:09:05 David Miles

You know there was an attack in San Bernardino, CA and in in.

00:09:10 David Miles

Amidst all of that, FBI had an iPhone that they needed to gain access to to ensure that that wasn't, you know there that that that that wasn't a trigger attack.

00:09:19 David Miles

For other you know for other things to occur, so if you, if you recall the news those days.

00:09:22 David Miles

It was a lot.

00:09:23 David Miles

Of angst and anxiety that you know.

00:09:25 David Miles

Could there be something else?

00:09:26 David Miles

And what would happen so FBI and Apple you know, had a pretty big standoff over getting the access to this to this device, and so you know that really, I think made us aware of given our background and vulnerability research, and you know, as Braden mentioned, having kind of a broad level of experience.

00:09:44 David Miles

Across multiple different.

00:09:46 David Miles

You know, complex operating systems really fed directly into our ability to go and look at this problem, and so you know that that gave us the, you know, the idea to go and build an end to end solution to, you know, to gain access to a device when you have the device in your hand, but it's locked.

00:10:06 David Miles

Can you extract?

00:10:07 David Miles

Data, often the devices have, you know, the security on these devices have have.

00:10:12 David Miles

Come to the point.

00:10:14 David Miles

Where you know where it's incredibly difficult to extract that data, even if you know if you have the phone.

00:10:20 David Miles

If you don't, if you don't have the passcode, I mean so you know, I think we we thought that we were well suited to go and build the capability once we you know the the building and prototyping grachi happened.

00:10:32 David Miles

Throughout 2017, and so once we had a prototype available, we began to get.

00:10:37 David Miles

So and and reach out to law enforcement agencies to demonstrate you know what?

00:10:42 David Miles

We had and.

00:10:43 David Miles

So you know, we we're very excited at the prospect of being able to put this into the hands of the customer who's trying to, you know, complete a, you know, an investigation in extracting digital evidence like this without a real proper on site solution today, but it took us quite a bit.

00:10:58 David Miles

The time to you know, really to move past the skepticism that we were met with in the beginning, right?

00:11:04 David Miles

You know of agencies to actually believe us that we had a solution that we thought could help them help them solve this problem and.

00:11:11 David Miles

The you know we we were able to go and show some demonstrations to customers and it was at that point that we knew that we had something very special, right that you know, kind of the excitement and the enthusiasm around bringing a solution like that into their forensic lab.

00:11:28 David Miles

You know told us that that we had something that they had legs, right?

00:11:32 David Miles

That that we thought that this could, you know, could help every law enforcement agency that we brought it to.

00:11:37 Wilton Cleveland

Sure, yeah.

00:11:39 Wilton Cleveland

I remember when y'all I guess released at Myrtle Beach I was there also.

00:11:42 Wilton Cleveland

Uh, giving a a A case study on on a cell phone case.

00:11:48 Wilton Cleveland

Basically, on a homicide I I met all y'all then.

00:11:51 Wilton Cleveland

But y'all were overwhelmed by.

00:11:53 Wilton Cleveland

I couldn't even get into to the rooms to to hear you speak.

00:11:58 Wilton Cleveland

So every time I tried to go down there they were.

00:12:00 Wilton Cleveland

They were all full, so I think there was a lot of excitement.

00:12:02 Wilton Cleveland

In the law enforcement community, once y'all had made that initial contact out there so that.

00:12:06 Wilton Cleveland

Was pretty incredible.

00:12:08 David Miles

Yeah to to add to that.

00:12:09 David Miles

So that was our first conference that we went first digital forensics conference that we were that we appeared at.

00:12:15 David Miles

So it was a few months prior to that that we had began to reach out to agencies and show demonstrations of the product and and really a lot of the knowledge about us stemmed from some of those early early demos.

00:12:28 David Miles

And and I think word got out at the previous conference there at techno security that.

00:12:32 David Miles

You know there was a company that was working on something really unique and so, so that's so by the time we got there, you know we really had begun to to make some inroads.

00:12:42 David Miles

You know into into the into the law enforcement community and and you know it.

00:12:47 David Miles

Word began to spread really fast and so so that was a great opportunity.

00:12:52 David Miles

A jumping off point.

00:12:53 David Miles

For us to get a lot of exposure within, you know within law enforcement about about Grachi was all about.

00:12:59 Wilton Cleveland

Yeah, I know it was a big star.

00:13:00 Wilton Cleveland

I can tell you that right now from personal experience.

00:13:03 Wilton Cleveland

So Brian, let me ask you this, so y'all both have mentioned vulnerability research and exploits.

00:13:08 Wilton Cleveland

And for some of those that don't know, in our audience, our customers that don't actually understand what that is.

00:13:15 Wilton Cleveland

So what is the field of vulnerability research and and kind of what our exploits?

00:13:20 Wilton Cleveland

And how?

00:13:21 Braden Thomas

Sure, so vulnerability research is a process of looking for problems in code in computer programs that as an attacker you can exploit to gain a foothold on the system or gain some kind of privileges to run your own code basically.

00:13:42 Braden Thomas

To replace the operating systems.

00:13:45 Braden Thomas

So there's all kinds of different vulnerabilities.

00:13:48 Braden Thomas

They fall into vulnerability classes, and so basically you're typically you're either studying code itself, like source code, or you're doing some reverse engineering of the operating system to find these vulnerabilities.

00:14:05 Braden Thomas

And so by reverse engineering, what I mean is that you're opening up this code in a debugger or disassembler.

00:14:13 Braden Thomas

Something of that nature to to convert sort of the binary representation back into a readable representation.

00:14:22 Braden Thomas

And then, once you've found a vulnerability, then you're writing an exploit, which is just your own computer program that attempts to use this vulnerability in a certain way so that you can then run your own code on the device.

00:14:35

Right?

00:14:35 Braden Thomas

And there's, you know, the the field of vulnerability research is actually a pretty large field because it encompasses both the offensive side and the defensive side.

00:14:47 Braden Thomas

So you have both groups of people searching for vulnerabilities.

00:14:51 Braden Thomas

Uhm and so on.

00:14:53 Braden Thomas

The defensive side.

00:14:53 Braden Thomas

Typically that might be someone who works at a software vendor, whether they're an operating system vendor, a mobile phone vendor, or even just some sort of application vendor, and they're trying to find vulnerabilities all the time in their own code so that they can patch them.

00:15:11 Braden Thomas

And then there might be some third party who's trying to find vulnerabilities so that they can get paid for them.

00:15:17 Braden Thomas

You know this is what what they call a bug bounty, so there's people who literally their full time job, is just finding vulnerabilities and selling that knowledge to the company where the vulnerabilities exist.

00:15:29 Wilton Cleveland

Oh wow.

00:15:30 Braden Thomas

And then there's the offensive side, and so the offensive side.

00:15:35 Braden Thomas

Typically you're finding vulnerabilities and you're developing exploits based on those vulnerabilities, and so I would say you know if you look at the exploit development muscle, that's going to be something that's well trained on the offensive side.

00:15:49 Braden Thomas

But on the defensive side.

00:15:51 Braden Thomas

Typically you don't see that level of experience with, with very rare exceptions.

00:15:58 Braden Thomas

And and so typically you're writing these exploits, and in many cases you're using them for the greater good of society.

00:16:08 Wilton Cleveland

Yeah, that's a you know for me, that's a very complicated and complex world that you're discussing, since that's kind of outside my scope.

00:16:15 Braden Thomas

It is.

00:16:17 Braden Thomas

It's outside of a lot of people scope and also it's you know, especially on the offensive side.

00:16:17 Wilton Cleveland

One thing.

00:16:24 Braden Thomas

People don't really talk about it, they don't talk about their work or or maybe they even if they work for the government.

00:16:30 Braden Thomas

Uh, you know it's not something they.

00:16:32 Braden Thomas

Can talk about.

00:16:33 Wilton Cleveland

Sure, sure.

00:16:33 Braden Thomas

So it's it's.

00:16:34 Braden Thomas

It's definitely feels like a little bit of a a strange and murky world.

00:16:39 Wilton Cleveland

Right?

00:16:39 Wilton Cleveland

And that's kind of outside the scope of what law enforcement does too.

00:16:42 Wilton Cleveland

So it's kind of interesting I.

00:16:44 Wilton Cleveland

I think there's a very interesting marriage between vulnerability research and then forensics.

00:16:49 Wilton Cleveland

On top of that.

00:16:52 Wilton Cleveland

So that's that's pretty interesting.

00:16:54 Braden Thomas

Yeah, I mean traditionally there was no need for it, right?

00:16:57 Braden Thomas

I mean there was.

00:16:59 Braden Thomas

Forensics if you go back, you know not even that many years.

00:17:03 Braden Thomas

It didn't require this level of advanced vulnerability research.

00:17:07 Braden Thomas

You know right to to gain access to devices and extract data.

00:17:11 Wilton Cleveland

Well, especially when you were working with computers versus you know, you just do deadbox forensics on computers, you're not.

00:17:17 Wilton Cleveland

You're not having to, you know you don't need the password, just go in.

00:17:21 Wilton Cleveland

You know, carve from the the data that's recovered so.

00:17:25 Braden Thomas

Right, and now it's coming full circle.

00:17:25

And that.

00:17:27 Braden Thomas

You know, with the computers following the mobile devices, yes.

00:17:29 Wilton Cleveland

It is go ahead, David.

00:17:32 David Miles

Yeah, sorry.

00:17:33 David Miles

Well now I I just wanted to make the point just again.

00:17:36 David Miles

You know we start a Gray shift without any real background in digital forensics and and I think that's one of the challenges.

00:17:43 David Miles

If you look at the majority of digital forensics companies that have been around, they're not really making.

00:17:48 David Miles

That much investment into gaining access to the data in novel ways.

00:17:53 David Miles

In fact, when you know the the vast majority of digital forensics companies reimplement backup solutions to get what they call, you know a logical logical extraction which is really just like an iTunes backup or an ADB backup on a on a on an Android device.

00:18:01 Wilton Cleveland

Right?

00:18:06 David Miles

Yes, but you know this level of access is really required to have the full breadth of the of the data that's on the device in order to.

00:18:14 David Miles

You know, have all the information right to to judge and to build a case around with.

00:18:19 David Miles

What evidence is there and so.

00:18:22 David Miles

So there's there was a a big opening in the space to to add an access and extraction solution that you know that gives chain of custody that allows the customer to maintain chain of custody on the device on the.

00:18:34 David Miles

Vince and to really put the power in their hands to extract the data off of off of the device.

00:18:40 David Miles

Prior to Grachi, there were, there just weren't that many options at all available, especially at the local and state level, and so it really took that, you know, vulnerability research and exploit development expertise to build the solution.

00:18:47 Wilton Cleveland

No no no.

00:18:55 David Miles

And that's really, I think, captured the attention.

00:18:58 David Miles

Imagine imagination of the whole digital forensic space today.

00:19:02 Wilton Cleveland

No, I I would.

00:19:03 Wilton Cleveland

Agree with you 100% on that, absolutely.

00:19:06 Debbie Garner

It is interesting how your backgrounds, although not in law enforcement and not in digital forensics, LED you to create.

00:19:16 Debbie Garner

8 Probably the most exciting digital forensics tool to to enter the space in years.

00:19:25 Debbie Garner

Even without the the background but but your your your previous experience, knowledge and your previous careers sort of led you to that I guess.

00:19:36 Debbie Garner

To both of you.

00:19:37 Debbie Garner

But to Braden first, I can imagine like knowing now like what you created is an amazing feeling and you've touched on it a little bit.

00:19:45 Debbie Garner

However, I am sure that there are challenges along the way.

00:19:49 Debbie Garner

What was the defining moment where you knew you've landed on something special?

00:19:54 Braden Thomas

OK, I I think for me the the defining moment was that first techno security and so like I knew that there was this problem out there for law enforcement, but there was a lot that I honestly didn't understand a lot about it.

00:20:11 Braden Thomas

Like until we actually released the product.

00:20:14 Braden Thomas

I didn't understand how great the need was or what our customers were dealing with on a daily basis.

00:20:22 Braden Thomas

And a lot of our customers know me because I actually supported the product personally.

00:20:28 Braden Thomas

For like the first year of the product I was doing customer support, and so I learned a tremendous amount during that time period about the kind of challenges that our customers have every single day, but

00:20:41 Braden Thomas

At the time we launched the product, I really had very limited knowledge about it and so you know, and that extended, I think, to others in the company.

00:20:52 Braden Thomas

We didn't know how great the demand was, for example.

00:20:55 Braden Thomas

So when we launched the product, you know at that first techno security that was supposed to be.

00:21:01 Braden Thomas

A surprise launch of the product, though the press had had leaked information about the product prior, so it wasn't, uh, you know, that big of a surprise, but you know, I, I remember we all met up in a hotel room.

00:21:15 Braden Thomas

The founders after that first day at the on the conference floor, and when we saw the demand.

00:21:22 Braden Thomas

You're like OK.

00:21:23 Braden Thomas

Every single person at the company is now focused on this product.

00:21:26 Braden Thomas

This is what we do.

00:21:28 Braden Thomas

This is our customer base and this is who we serve.

00:21:32 Braden Thomas

And so it was.

00:21:33 Braden Thomas

It was a really defining moment for me, both in terms of learning about the need, learning about the customer, based learning about their challenges, and what they're dealing with every single day.

00:21:43 Braden Thomas

And that was it.

00:21:44 Debbie Garner

For me, what about you, David?

00:21:46 David Miles

Sure, so you know, I think what really began to define things for me was when we started to demo grachi to customers and to see their reaction.

00:21:55 David Miles

At first you know, I think I mentioned earlier, we were met with quite a bit of skepticism and so we talked a lot as I talked to the rest of our team, most of my phone calls weren't returned in the early days and a lot of that was reaching out to agencies that were on the public record talking about this problem, you know.

00:22:15 David Miles

And that you know that you know.

00:22:17 David Miles

Beginning there was was great.

00:22:19 David Miles

We had a lot of connections.

00:22:20 David Miles

I think within the federal space.

00:22:22 David Miles

But local and state law enforcement was very new to us.

00:22:26 David Miles

And you know one of the other challenges that came up along the way is that we spoke an entirely different language really than our customers.

00:22:32 David Miles

You know, talking to forensic examiners and we're talking about all of the security implications, implications of the iPhone and iOS, and then now Android and all this.

00:22:42 David Miles

You know we talked in a different way and we were trying to make it clear that we knew a lot about how these things work and and how our.

00:22:48 David Miles

Solution is helpful and so getting those early demos was difficult, and when we did get those, every meeting was incredible.

00:22:58 David Miles

You know we flew to New York at one point and had probably 25 agencies in the room together.

00:23:04 David Miles

You know, and and that was a real, you know uphill battle right to get the visibility that we needed to show that that what we had was real and and then we spent the better part of our first year really proving ourselves that we could continue to deliver that we could deliver in a timely.

00:23:20 David Miles

Way, but those early demos and seeing the reaction of our customers and and also the way word spreads within the law enforcement community.

00:23:28 David Miles

I learned really quickly that if you your product does what you say that it does within law enforcement, everyone going to know about it and probably by the same token, you can die by the same swordlike.

00:23:40 David Miles

If your product doesn't do what you say.

00:23:41 David Miles

It does, you know everyone?

00:23:43 David Miles

Gonna everyone is going to know.

00:23:44 David Miles

About it and so.

00:23:46 David Miles

So, so those early demos were were incredible.

00:23:49 David Miles

We decide when we went to market we put the product up for preorder in February of 2018 and then we had.

00:23:57 David Miles

We actually had them in hand to deliver to customers.

00:23:59 David Miles

We went to market in March and we had a lot of arguments.

00:24:02 David Miles

In the beginning, like well, how many units should we manufacture?

00:24:04 David Miles

Here you know how you know what do we you?

00:24:07 David Miles

Know you start to think about all these other supply chain things.

00:24:10 David Miles

It just wasn't really part of our background, right?

00:24:12 David Miles

And so you know, we ordered a lot of units.

00:24:14 David Miles

We took the product to market and then we immediately ran out of them.

00:24:18 David Miles

So for like like a month we were on back order trying to get them as quickly as possible and.

00:24:24 David Miles

And so those moments.

00:24:25 David Miles

Really began to show us that what we had was what was a big deal.

00:24:29 David Miles

Anyone that's worked in the vulnerability, research and exploitation space.

00:24:34 David Miles

You know, we'll tell you that.

00:24:35 David Miles

And if you're building a small company you know built around that it's not a very scalable business.

00:24:41 David Miles

What we did, though working with law.

00:24:44 David Miles

Forcment you know covering a problem that is has a very clear value proposition that Grachi brings is a very different scenario right there.

00:24:54 David Miles

You know, really, every law enforcement agency in the world has this problem.

00:24:57 David Miles

And so, as we began to build and grow, you know, we kept hitting milestones along the way.

00:25:02 David Miles

That showed us that.

00:25:04 David Miles

What we have is is not only necessary, but it's it's incredibly important like the what we hear back from our customers every day just reaffirms that all the.

00:25:14 Debbie Garner

I agree, so I I recall being one of those who was incredibly skeptical hearing about it early on.

00:25:22 Debbie Garner

And I also recall being in the room for a couple of the early demos and being in.

00:25:30 Debbie Garner

I remember seeing the amazement of people.

00:25:35 Debbie Garner

You know, once once the demo was done.

00:25:39 Debbie Garner

And the excitement, the absolute excitement that we finally had a tool that would legitimately get us in get U.S.

00:25:52 Debbie Garner

data that we needed.

00:25:53 Debbie Garner

And and you're absolutely right.

00:25:56 Debbie Garner

Word in law enforcement travels fast if you're if your product.

00:26:00 Wilton Cleveland

Looks so David Gray.

00:26:01 Wilton Cleveland

Shift only sells to law enforcement and government entities, and only in certain countries.

00:26:06 Wilton Cleveland

So what are the factors that went into making those decisions?

00:26:11 David Miles

Yeah, it's a great question and we you know this is really driven the way our company operates at its core.

00:26:19 David Miles

And so.

00:26:20 David Miles

You know one of the criticisms when we first came out with Grey Key or just all the privacy implications.

00:26:25 David Miles

I think Brad mentioned that there was a, you know, some media exposure very early on when we launched the product, which we weren't quite ready for.

00:26:33 David Miles

You know at that.

00:26:34 David Miles

Time and so that came much earlier than we expected, and so we're kind of back on our heels, you know, hey, what's you know what's going to happen here?

00:26:42 David Miles

And so you know the criticisms are fair, right?

00:26:44 David Miles

That there are real privacy concerns around technology, you know.

00:26:48 David Miles

Mobile devices are more secure today than they've ever been, and your average person is very aware of the implications of.

00:26:55 David Miles

Security problems and the privacy implications there.

00:26:58 David Miles

And so when we launched the product, we were very intentional.

00:27:02 David Miles

Around who our customers are and so we decided very early on that you know whoever this utilizes, this product must have lawful access to the device.

00:27:11 David Miles

That they're using it.

00:27:12 David Miles

Against and law enforcement fits that, you know very clearly.

00:27:17 David Miles

We had a, you know, very intentional, and it really had become.

00:27:21 David Miles

Passion around the mission of law enforcement and you know, for solving investigations and investigating crimes and so law enforcement is is who we sell to.

00:27:30 David Miles

Or very unapologetic Lee, so only only within the law enforcement realm, and that includes other, you know government investigative agencies you know to include National Defense and intelligence services.

00:27:40 David Miles

But those government agencies who have the proper authorities.

00:27:43 David Miles

To do so so.

00:27:43 David Miles

You know when our customers use our product today, they've obtained a warrant and they have the, you know, the appropriate permissions to be able to do that.

00:27:52 David Miles

And so there are very some very strict controls around that which, which is how we how we, how we think about it.

00:27:57 David Miles

And then when you when we launched the product we launched first.

00:28:00 David Miles

The United States and within Canada.

00:28:03 David Miles

And you know the thinking about international expansion.

00:28:07 David Miles

It brings up a whole other other conversation and that is that.

00:28:11 David Miles

Well, how you know?

00:28:12 David Miles

How do you ensure that your product is not used for nefarious purposes?

00:28:15 David Miles

That it's used where people are afforded due process?

00:28:19 David Miles

All of these things that perhaps you know, we take for granted, you know, in the United States.

00:28:24

Right?

00:28:24 David Miles

You know that it's it's not really the same, you know as you as you begin to expand abroad, you have to.

00:28:30 David Miles

You have to be very intentional there as.

00:28:32 David Miles

Well and so so we decided to put together a policy and only operate in countries where you know the rule of law is established.

00:28:40 David Miles

It's respected and it's applicable to everyone.

00:28:43 David Miles

It's you know, very pretty straightforward citizens have due process.

00:28:48 David Miles

You know democratic institutions provide protections for liberty.

00:28:52 David Miles

I mean things again, that you know, maybe we don't always talk about, but it better are.

00:28:57 David Miles

Are things that just you can't take for granted in some parts of the world, and so we if you go out to our website we have a, uh, a page that we put together just for the purposes of answering some of these questions.

00:29:08 David Miles

Which shows where we you.

00:29:09 David Miles

Know where and how we do business.

00:29:11 David Miles

And we utilize some some third party datasets that.

00:29:14 David Miles

Help us score.

00:29:16 David Miles

You know the way some of these institutions are respected around the world, and So what that has done is giving us a very clear path to what.

00:29:24 David Miles

Which countries are?

00:29:26 David Miles

You know that that are have hold the values that are important to us.

00:29:31 David Miles

You know, before we go into and sell our.

00:29:33 David Miles

Technology there and we come back come back.

00:29:35 David Miles

To that regularly.

00:29:36 David Miles

It's been a system that we're that we're extremely proud of, especially as you hear about other.

00:29:41 David Miles

You know, other companies that.

00:29:43 David Miles

Sell into places where their technology is abused.

00:29:45 David Miles

You know we.

00:29:46 David Miles

We want to avoid those problems and we've gone to great lengths to ensure that we did.

00:29:51 Wilton Cleveland

I think that.

00:29:52 Wilton Cleveland

Makes the law enforcement community pretty happy that they have a tool that that can't be used by by others for exploitation reasons, right?

00:30:01 Wilton Cleveland

I mean, it gets in.

00:30:01 Debbie Garner

I agree.

00:30:03 Wilton Cleveland

It gets in the wrong hands.

00:30:04 Wilton Cleveland

And the next thing you know, there's there's a lot of other.

00:30:07 Wilton Cleveland

Like you said, nefarious reasons people could could use a tool like this, so that's a good thing, Braden.

00:30:13 Wilton Cleveland

Do you have anything to add to that?

00:30:14 Braden Thomas

Maybe took all my good thoughts.

00:30:16 Wilton Cleveland

Yeah, just shows you all work well together, right?

00:30:17 David Miles

I do I do?

00:30:19 Wilton Cleveland

That's what that shows.

00:30:20 Wilton Cleveland

Let me think along the line.

00:30:20 David Miles

Well, I do.

00:30:21 David Miles

I do yeah well and I do have you know, one thing that.

00:30:26 David Miles

You know that's worth bears mentioning as well is we have absolutely turned down business.

00:30:31 David Miles

Because of our stance on where we sell our technology and so you know, as you can imagine, we get inbound from everywhere all over the world all the time, right?

00:30:41 David Miles

And so you know, weighed against our policy.

00:30:44 David Miles

Uhm, you know?

00:30:45 David Miles

We there are just some places that we can't.

00:30:47 David Miles

We can't sell to.

00:30:48 Wilton Cleveland

Yeah, and I've.

00:30:49 Wilton Cleveland

I've been at conferences where I've been approached by, you know, the conference is is a forensic conference, but it's got law enforcement and private sector in there, and I've been approached by them and and always get asked those questions.

00:31:01 Wilton Cleveland

So it's good to have a good solid answer as well, so Braden only.

00:31:05

OK.

00:31:06 Braden Thomas

Other thing I would add there is that you know we not only have to answer.

00:31:09 Braden Thomas

To you know the public at large about these decisions, but we have to answer to our employees.

00:31:18 Braden Thomas

You know, we.

00:31:19 Braden Thomas

If you look at at.

00:31:21 Braden Thomas

You know our internal employees, they it would be.

00:31:25 Braden Thomas

We have people that would never allow us to sell the product.

00:31:32 Braden Thomas

You know, uh, in a place where it was misused because everyone here is so mission focused.

00:31:38 Braden Thomas

When I think about a researcher.

00:31:41 Braden Thomas

For example.

00:31:42 Braden Thomas

Who's spending all hours of the day trying to find a vulnerability trying to exploit that vulnerability?

00:31:49 Braden Thomas

You know up all night working on this hard problem where he or she is doing it because they know that that work product will be used in a in an ethical manner too, you know?

00:32:02 Braden Thomas

Bring justice to victims, so that's critically important for everybody who works here.

00:32:08 Braden Thomas

Not not just researchers, but I'm picking on them because, uh.

00:32:13 Braden Thomas

I'm a researcher and I know how they think and you know they they would never stand for their work being misused.

00:32:23 Wilton Cleveland

I, I think that's an excellent point.

00:32:25 Wilton Cleveland

I I I do think it's the culture of the company.

00:32:28 Wilton Cleveland

To to aid victims?

00:32:30 Wilton Cleveland

I mean that's.

00:32:30 Wilton Cleveland

Kind of what we're.

00:32:31 Wilton Cleveland

Here for and and Debbie and I've talked about that.

00:32:33 Wilton Cleveland

We talked about that in our introduction podcast.

00:32:36 Wilton Cleveland

You know, we both former law enforcement and that's kind of what is paramount to to our personal belief and and professional belief as well.

00:32:44 Wilton Cleveland

So so we like to hear that.

00:32:45 Wilton Cleveland

Also, as as an employee.

00:32:47 Wilton Cleveland

As well so.

00:32:48 Debbie Garner

I absolutely think that that.

00:32:51 Debbie Garner

Law enforcement

00:32:52 Debbie Garner

Uhm, notices the integrity of a company like this and that.

00:32:58 Debbie Garner

That truly means something.

00:33:00 Wilton Cleveland

So I'll move on to the next question, Braden.

00:33:02 Wilton Cleveland

So the company is growing rather quickly and has been, by all standards, almost an overnight success.

00:33:07 Wilton Cleveland

So what's have been the biggest challenge starting up such a company and growing so quickly and becoming so successful?

00:33:15 Braden Thomas

Uhm, well, you know when you start a company, I don't think anybody ever really teaches you that.

00:33:23 Braden Thomas

Well, how to scale it dramatically.

00:33:25 Braden Thomas

So there's a lot of things that you just have to kind of learn on the fly.

00:33:31 Braden Thomas

I would say that the most important lesson for me about this is about bringing on experienced management team.

00:33:42 Braden Thomas

Uhm, who can?

00:33:45 Braden Thomas

Take some of the the large hard problems that you're creating.

00:33:49 Braden Thomas

Like if I if I was to pick on one particular area, I would say, as I mentioned earlier, for the first year or so I did.

00:34:01 Braden Thomas

Basically the customer support function for the product.

00:34:05 Braden Thomas

And it it was got to the point of being just totally untenable and.

00:34:11 Braden Thomas

And we brought on Rick Hensley to manage customer success here at Gray Shift and the team that he's put together and what they've been able to accomplish to maintain this.

00:34:25 Braden Thomas

You know ridiculously high customer satisfaction scores.

00:34:30 Braden Thomas

And you know everybody loves. And I've always said from the start that I think customer support can be a competitive differentiator, because if we're willing to give 100% to our customers, and you know really support them to the best of our abilities. And I'm talking high tech customer support like.

00:34:50 Braden Thomas

We wanna we want to solve these tickets on the first touch.

00:34:53 Braden Thomas

You know we we don't want it to anyone to have to go through multiple levels of.

00:34:56 Braden Thomas

Escalation we you know and and we created a real time chat support.

00:35:03 Braden Thomas

From the beginning and and and because we wanted to make sure that our customers had that kind of instant gratification where you know I've got a problem I want to, I want a solution now and they can get that with our with our chat.

00:35:16 Braden Thomas

So anyway.

00:35:17 Braden Thomas

A Long story short, hiring.

00:35:21 Braden Thomas

Uh, experienced managers, for example like rekuc, who's produced this amazing customer success organization, is sort of a secret to how you scale an organization.

00:35:33 Debbie Garner

David, do you have anything to add to that?

00:35:35 David Miles

I'm sure I'll echo some of what Braden said.

00:35:38 David Miles

Scalability is A is a very different thing than launching and having the initial idea and going to market in the beginning, right?

00:35:46 David Miles

And so I think one of the things that's really been good with our team is that we realize what we're good at and then what we're not so good at.

00:35:55 David Miles

And so you know, during the course well, I would say during 2020, which during the really the.

00:36:03 David Miles

The most disruptive part of the pandemic we, you know, we grew significantly during that year. I think we started with about 2530 employees and and I think you get used to running the business where in a dozen different hats and you know.

00:36:19 David Miles

And I think we even may.

00:36:20 David Miles

Have said in in the beginning of the of of the early days.

00:36:23 David Miles

The great grey shift that you know we didn't want to go and just build a giant team yet like we wanted to be lean and we wanted to do things.

00:36:31 David Miles

You know wanted to think differently about how we approach solving certain problems, and so you know we grew dramatically in 2019 and we get to 2020 with, you know 2530 employees, and then we bout quadrupled the size of our team.

00:36:43 David Miles

You know, during the course of that year, which by all intents and purposes should have been a difficult year, but you know our product was in extremely high demand throughout 2020.

00:36:51 David Miles

Eve, and amidst all of the shutdowns, and so we scaled almost completely remotely, and a large part of our team is still remote today.

00:37:00 David Miles

And so.

00:37:01 David Miles

You know, I think we we learned, you know what's important to focus on.

00:37:05 David Miles

Definitely leadership on the you know on our executive team.

00:37:08 David Miles

Having the right people to in professionals in their area of operation is very very important and and the things that I've learned just from our extended team since they've joined has been.

00:37:21 David Miles

Has been incredible and you know, scaling our business and thinking about operating at scale and and.

00:37:26 David Miles

Growing, you know, and doing all that in an orderly way and hiring the right people is not a simple thing to to solve.

00:37:33 David Miles

When we were still small, you know it's you know, we partnered closely during our during grade shift with, you know, with magnet forensics and I was always wowed by just the incredible people that they had in every part of their business.

00:37:46 David Miles

You know, like.

00:37:46 David Miles

How do we do that?

00:37:47 David Miles

You know, that's you know how do we begin to scale and build our team out that way?

00:37:51 David Miles

And and now we've done that and and so our Business Today, since we've scaled and grown, is dramatically different than it was before, there's less dependency on the individual founding members of the.

00:38:01 David Miles

Team so that our team is is now taking the reins across the board from new researchers that have joined throughout our engineering team.

00:38:10 David Miles

Our sales team, which was one of the slowest, the the later teams to build.

00:38:14 David Miles

I would say we focus so much on technology.

00:38:17 David Miles

In the beginning you know we just have have surrounded ourselves with incredible.

00:38:21 David Miles

People so that this story isn't just the founder story anymore, it's all of ours and scaling the business has come.

00:38:28 David Miles

And in doing that in an orderly way is a is is a thing that I'll take throughout the whole rest of my career with with with how to think about that.

00:38:36 David Miles

Right as as you grow.

00:38:37 Debbie Garner

Business, absolutely.

00:38:39 Debbie Garner

It's not really.

00:38:39 Debbie Garner

It's not only a story about this development of this great law enforcement tool, but it's also a really great and interesting story about successfully starting and growing a business.

00:38:53 Debbie Garner

The founders have been very intentional about creating a great culture at Gray shift.

00:38:59 Debbie Garner

Can you tell us about that decision and what your thoughts are on the culture at Gray shift?

00:39:05 Braden Thomas

To me, I I I would say central to our culture is the research focus of of the culture.

00:39:13 Braden Thomas

So I mean you know three of the four founders are, you know, came into the company doing vulnerability research and so you know, as a result the.

00:39:25 Braden Thomas

The vulnerability, research and exploit development function at this company is incredibly.

00:39:29 Braden Thomas

Strong and it's it's core to the company.

00:39:33 Braden Thomas

It's central and so you've seen for example other forensic companies try to stand up some level of access capabilities, and generally those tend to fail.

00:39:50 Braden Thomas

Or flop, or sort of languish?

00:39:52 Braden Thomas

Or certainly not scale at the speed that, for example, we've added Android devices over the past year.

00:40:00 Braden Thomas

And that's because they're not.

00:40:02 Braden Thomas

They're just viewing this vulnerability research as like something they're adding on to the company.

00:40:08 Braden Thomas

It's not core to the company, so everybody here at Gray Shift understands things like.

00:40:15 Braden Thomas

Like what the process is around vulnerability research and exploit development.

00:40:20 Braden Thomas

What goes into research?

00:40:22 Braden Thomas

How much time has to be spent?

00:40:24 Braden Thomas

You know, documenting and researching a surface before you can even potentially.

00:40:29 Braden Thomas

We find vulnerabilities in that service.

00:40:31 Braden Thomas

This is something that you know we regularly talk about internally and we we try to make sure that everybody here has a sort of basic level of understanding about what goes into that process.

00:40:43 Braden Thomas

Because that's it's so core to our company and as a result.

00:40:48 Braden Thomas

The the researchers who we talked to see this when we.

00:40:52 Braden Thomas

Talk to them and as a result, the best researchers that I've ever interacted with in my entire career are either here or want to be here, and so we have a world class team who's finding vulnerabilities and writing.

00:41:10 Braden Thomas

You know, high quality capabilities.

00:41:12 Braden Thomas

All for the mission of law enforcement and you know, a lot of a lot of vulnerability researchers.

00:41:19 Braden Thomas

A lot of people in the entire vulnerability research industry know nothing about.

00:41:24 Braden Thomas

Uh, the you know the law enforcement mission.

00:41:28 Braden Thomas

Until they come here because it's not widely talked about or widely known in that in that community.

00:41:34 Braden Thomas

Uh, just like anecdotally, for myself, when I when I started when when we started working on the product, I didn't know that the the that the need was so high for.

00:41:48 Braden Thomas

Uh, analyzing victim thumbs to corroborate a story, or to analyze and compare with a suspect, and you know, I never even thought about these things, and so there's a lot.

00:41:52 Debbie Garner

Absolutely right.

00:42:01 Braden Thomas

There's a lot in the in the VR community that they don't know about this mission, and so, but when they see the team that we built and they seem.

00:42:09 Braden Thomas

How much we care about.

00:42:11 Braden Thomas

VR they want to come join us.

00:42:15 Debbie Garner

Well, I know when I was in law enforcement and even now I am I.

00:42:21 Debbie Garner

I was consistently very excited.

00:42:24 Debbie Garner

Once I realized that there were, there were really smart people who were going to help us.

00:42:28 Debbie Garner

I know that sounds very basic, but you know, law enforcement absolutely needs.

00:42:35 Debbie Garner

Tools like this and I I just remember thinking.

00:42:39 Debbie Garner

Being very happy that they're that these really intelligent people who knew how to do this work.

00:42:46 Debbie Garner

Were finally here to help.

00:42:49 Debbie Garner

US and then it sounds so basic.

00:42:51 Debbie Garner

But I absolutely felt that way.

00:42:55 Debbie Garner

David, anything on the culture.

00:42:57 David Miles

Sure, I mean just come to Brayden Point on, you know, getting passionate about the mission of our customers, you know, I think a lot of people today really want to do something that's meaningful.

00:43:09 David Miles

And and it's important, you know you.

00:43:12 David Miles

You spend so much time you know if I, you know.

00:43:15 David Miles

I know there's some but some numbers out there you spend this many.

00:43:18 David Miles

Years of your life actually doing your job right?

00:43:20 David Miles

So you want you want to do something that's that's meaningful.

00:43:23 David Miles

That means something to.

00:43:24 David Miles

You know we had a a recent board meeting and we were just talking about our company and turn over here and that.

00:43:30 David Miles

And you know some of the most performant software companies out there are still seeing turnover like upwards of around 20%, right?

00:43:38 David Miles

They're doing really well, but keeping people is really difficult, and you know, we haven't had that issue here and.

00:43:43 David Miles

I think that's.

00:43:44 David Miles

Largely due to our culture and and once you begin to.

00:43:48 David Miles

Be exposed to.

00:43:50 David Miles

What our product has been able to do for our customers and you hear?

00:43:53 David Miles

The stories about.

00:43:55 David Miles

You know cases and you know and and it crosses the spectrum right of different types of of crimes that our product has been instrumental in helping our customers solve and get to the bottom of.

00:44:07 David Miles

You want to be a part of it right?

00:44:09 David Miles

And you know it really makes you want to.

00:44:11 David Miles

You want to help and you.

00:44:12 David Miles

Know a lot.

00:44:13 David Miles

Of you know.

00:44:14 David Miles

Technology in the high tech space.

00:44:17 David Miles

You know, it seems you know it's moving in a certain direction and that direction is kind of, you know with the with the increase in, you know encryption and security and these things across consumer devices is moved away from the ability for law enforcement.

00:44:31 David Miles

To you know, let the power of a warrant guide the you know, guide the investigation, and it seems like.

00:44:37 David Miles

That you know the high tech community in Silicon Valley and all this they're.

00:44:40 David Miles

Saying no all the time.

00:44:41 David Miles

And you know, we we found an area that and have become really focused in on on on helping law enforcement complete their mission amidst kind of the changing landscape of technology and and it's highly important.

00:44:55 David Miles

And I think once you get exposed to that and and see the need.

00:44:58 David Miles

You know you want to be part.

00:44:59 David Miles

Of it and.

00:45:00 David Miles

I think that's you know we've we've seen that across our employee base and and.

00:45:04 David Miles

Just also those.

00:45:05 David Miles

That have been in law enforcement that were customers wanting to join our team.

00:45:08 David Miles

You know, you know when.

00:45:09 David Miles

They when they have the opportunity, just kind.

00:45:11 David Miles

Of says it all, right, and so that's been really exciting to see as well.

00:45:14 Debbie Garner

Absolutely so.

00:45:16 Debbie Garner

I mean, we we've sort of talked about.

00:45:18 Debbie Garner

The culture and.

00:45:20 Debbie Garner

They Gray shift has gathered some amazingly intelligent people to work for Gray shift.

00:45:27 Debbie Garner

So what are your goals for Gray shift?

00:45:29 Debbie Garner

For the future, we'll.

00:45:30 Debbie Garner

Start with David.

00:45:33 David Miles

You know, we we.

00:45:36 David Miles

We it's pretty well known you know that we started the company focused on iOS, right in Apple devices and this year we built in support for Android and we've been expanding that.

00:45:46 David Miles

We think we're well on our way to be the market leader and to be the technology that that our customers want to use.

00:45:53 David Miles

You know, to gain access to these devices, we're focused on modern devices.

00:45:58 David Miles

We've made all these investments into research and to continue to build and and push the status quo.

00:46:05 David Miles

And to, you know, invent new techniques and capabilities to ensure that our customers have solutions so you know we are absolutely moving in that direction.

00:46:14 David Miles

You know we'll be the market leader with Android extraction, and you know in next you know next year we're highly confident of that and and focused on technology to help our customers.

00:46:25 David Miles

Uh, you know, get to the bottom of and solve their investigations quickly and and and to expand.

00:46:32 David Miles

You know within you know more broadly throughout our you know our law enforcement, customer base and so that's our you know, we're we've, you know we're very passionate about our customers mission and so you know it always pushes us to want to do more.

00:46:45 David Miles

And and that's that's.

00:46:46 David Miles

Where we see our future, especially as right now, we're planning for 2022 and where we're going to do and how we're going to grow. So we we have an exciting year planned.

00:46:54 Wilton Cleveland

I'm going to ask both of y'all this, but what advice would you give those entering college?

00:46:58 Wilton Cleveland

Or or trying to get into the field of either forensics or vulnerability research, cyber security or digital forensics would.

00:47:06 Braden Thomas

I can take that for me that was, uh, that your education definitely doesn't end in the classroom.

00:47:14 Braden Thomas

When I when I think about my education, I took only one class in college that I would describe as.

00:47:21 Braden Thomas

Focused on vulnerability research or or even really like hard security topics and everything else I learned online.

00:47:31 Braden Thomas

On in in, you know Internet chat.

00:47:34 Braden Thomas

So I I think that you know, while since I've graduated, colleges are incorporating more and more security topics that you're still not going to learn about highly advanced.

00:47:47 Braden Thomas

Uh, you know, exploit development in school.

00:47:50 Braden Thomas

You're going to have to learn that if you if you want to learn that or or reverse engineering for that matter.

00:47:55 Braden Thomas

If you want to learn that you're going to have to learn that outside of the classroom.

00:48:00

OK.

00:48:01 Debbie Garner

So are there?

00:48:02 Debbie Garner

You know we've.

00:48:04 Debbie Garner

We've absolutely enjoyed talking with with you today.

00:48:07 Debbie Garner

Are there any thoughts that you'd like to leave our listeners with?

00:48:13 David Miles

I'm sure I can start from, you know, it's been an incredible ride with Gray shift since we started the business year.

00:48:20 David Miles

Over year has been exciting. We're about to finish a very strong year with 2021 and you know, I would just you just kind of thinking through where we've been and where we are today at. You know, I think we've developed a pretty strong moral conviction.

00:48:34 David Miles

That in a civilized society, law enforcement needs the tools to properly conduct investigations.

00:48:39 David Miles

Uhm, you know it and you know I.

00:48:42 David Miles

I think I.

00:48:43 David Miles

Think if you when you come to that conclusion and then you look at what evidence looks like today.

00:48:49 David Miles

Digital evidence makes up such a huge share of of applicable evidence during the course of investigations and without the right tools I mean crimes literally go unsolved.

00:49:00 David Miles

I mean, Major Crimes and these are.

00:49:02 David Miles

Crimes that involve we haven't talked about them specifically during this during this podcast yet, but when you know the stories we hear about are in child sexual abuse, material which.

00:49:12 David Miles

Just just discouraged in our society.

00:49:15 David Miles

I mean our technology is used on those cases every week all across the United States around the world today.

00:49:22 David Miles

Human trafficking, homicide cases, narcotics.

00:49:25 David Miles

I mean, we hear these constantly and then also, there's been these cases that are involved matters of like critical national security.

00:49:34 David Miles

Where literally the intelligence and evidence locked in a phone, right?

00:49:37 David Miles

And so our product becomes, you know, an important part of the of the solution.

00:49:42 David Miles

And so there has to be a balance and with with you know where we are with security today and with tools like grachi and and we're all in. I mean 100%. I think you know we.

00:49:53 David Miles

We have really gotten into an industry in an area that we think we could make a real difference and and we love what we do and and and we look forward to continuing to work with our customers and and bringing solutions here that challenge the status quo and and really really open up their imaginations on what's possible.

00:50:14 Debbie Garner

What about you, Braden?

00:50:17 Braden Thomas

Well, I would say for listeners who are customers, thank you for continuing to trust Gray shift with.

00:50:26 Braden Thomas

With solving this problem for you, we're going to keep solving it, and we're going to keep doing better and better and better at solving it as time goes on because we we continue to learn and improve every every single year.

00:50:41 Braden Thomas

Uhm, and also I'd I'd love to hear from you directly.

00:50:46 Braden Thomas

Uhm, if you want to reach out on Grey Shift Community chat, I'm always.

00:50:53 Braden Thomas

Hanging out in there and and happy to hear from you, but I'm I'm excited about what the future holds and to continue solving more and harder problems for our customers.

00:51:06 Debbie Garner

That's awesome alright.

00:51:07 Debbie Garner

Well, thank you both.

00:51:08 Debbie Garner

For being with.

00:51:09 Debbie Garner

Us today to all our listeners.

00:51:12 Debbie Garner

I hope you have enjoyed this episode of Full access for our next episode.

00:51:17 Debbie Garner

We will be talking with digital forensic superstar Jessica Hyde, who is the founder at HEC Sordia.

00:51:23 Debbie Garner

She's also an adjunct professor at George Mason University.

00:51:27 Debbie Garner

She has quite the fan base on Twitter and I know you will enjoy getting to know her and hearing her perspective on digital forensics topics.

00:51:33 Debbie Garner

So please please join us for that one.

00:51:35 Debbie Garner

To keep up with.

00:51:36 Debbie Garner

US and to join the conversation.

00:51:38 Debbie Garner

Subscribe to full access.

00:51:40 Debbie Garner

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00:51:40 Debbie Garner

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00:51:44 Debbie Garner

Forms you can also follow Wilton and I on Twitter and LinkedIn.

00:51:48 Debbie Garner

My Twitter handle is garnered.

00:51:50 Debbie Garner

Deb and LinkedIn is Debbie Garner.

00:51:54 Debbie Garner

I'd love to connect with you.

00:51:55 Debbie Garner

And hear your feedback.

00:51:56 Debbie Garner

On full access.

00:51:58 Debbie Garner

Wilton, where can they find you?

00:52:00 Wilton Cleveland

I'm I'm on, I'm on LinkedIn so Wilton Cleveland on LinkedIn and they all can connect with me there.

00:52:06 Debbie Garner

All right also follow Gray shift on all the socials, including Twitter, LinkedIn and Facebook.

00:52:11 Debbie Garner

And don't forget to check out our website at Gray shift com, where employment opportunities at Gray shifter posted as well as blog posts, news and other resources.

00:52:21 Debbie Garner

And we hope.

00:52:22 Debbie Garner

You will join us next time on full access.

00:52:25 Debbie Garner

Thank you.