Trustpilot trusts Chainguard to redefine what secure-by-default looks like

About Trustpilot

Trustpilot is the open, independent reviews platform on a mission to be the universal symbol of trust — helping consumers choose confidently and businesses build, grow, and improve. Founded in 2007, Trustpilot hosts over 300 million reviews and serves 64 million monthly active users.

The challenge

Trustpilot operates at the forefront of software development as a fully cloud-native, microservices-based platform trusted by millions of consumers and businesses worldwide.

As Stu Hirst, CISO at Trustpilot, built out a world-class security organization and gained increasing visibility into their engineering environment, one trend stood out: container vulnerabilities dominated the risk landscape. Fixing the same issues across teams created high-volume, repetitive toil for developers and dragged engineering focus away from shipping new features.

Stu put it plainly: "That whack-a-mole approach of manual vulnerability management isn't scalable and it's something we've all had to do for a number of years — but it's just not the future of engineering." "Shifting left" wasn't enough — Stu wanted to start left. Eliminate vulnerabilities at the source with secure-bydefault inputs.

The goal wasn't just a pure reduction in vulnerabilities. It was to get to a point where vulnerabilities aren't even introduced in the first place.

STU HIRST, CISO, TRUSTPILOT

The solution

Jonny Brodie, Senior Cloud Security Engineer at Trustpilot, shared Stu's "start left" ideology. After experimenting with Chainguard's free images, Jonny saw the potential to support a secure, golden image program for the engineering team with Chainguard. He brought the idea to Stu and today, Trustpilot redistributes Chainguard Containers to the engineering team through its internal registry. The team saw immediate impact.

I'm a CISO at a company with trust in its name. Everything we ship and sell needs to be as trustworthy as possible. Chainguard has been integral to reducing vulnerabilities, and therefore risk, in the products we ship to millions.

STU HIRST, CISO, TRUSTPILOT

The results

After adopting Chainguard Containers, Trustpilot's security and engineering teams saw immediate gains in

Efficiency and velocity gains

each week that had previously been spent on repetitive triage and patching. By eliminating the endless "fix it again" cycle, teams now spend that time building features and improving customer experience. A mandatory use policy for Chainguard container images in all new containerized work has also removed

speed and productivity. With an over 80% reduction in vulnerability counts, engineers reclaimed valuable hours

decision fatigue; developers no longer need to weigh which base image is safest. As Stu noted, the result is

simple but powerful: engineers spend less time firefighting and more time "shipping cool things."

The time that we're saving engineers in manually fixing vulnerabilities runs to many, many hours a week. When you think about how that

STU HIRST, CISO, TRUSTPILOT

translates to time to build product and ship code, it's considerable.

Jonny and Stu's teams replaced fragmented, manual fixes with a standardized, golden path for secure container

Scalable, secure-by-default infrastructure

builds. Through an internal registry, they now distribute a single, verified baseline for container images across all services. Jonny explained, "highlighting the same vulnerability 100 times isn't efficient. Fix it once, redistribute it to everyone."

deployments. Because Chainguard continuously rebuilds and hardens images, Trustpilot doesn't need

enforces good security hygiene, allowing the platform to scale securely without adding headcount or friction. Without Chainguard, Trustpilot would have to manage these golden images on its own, an undertaking that would require hiring additional dedicated staff.

This approach eliminated redundant work, reduced security noise, and ensured consistency across hundreds of

dedicated staff to manage private registries, monitor CVEs, or manually patch base layers. The system itself

building secure container images across our most widely used

languages — eliminating the burden on our central engineering teams. JONNY BRODIE, SENIOR CLOUD SECURITY ENGINEER, TRUSTPILOT

With Chainguard, we've been proactive in creating a golden path for

Strengthened security and trust With smaller, pre-hardened images, Trustpilot's teams can build and run software with fewer vulnerabilities and

could have occurred that will no longer occur."

dependencies is significantly lower. This secure-by-default foundation not only reduces risk across the platform but also reinforces the company's brand promise: delivering a trustworthy, resilient product to millions of users. But for Stu and Jonny, it's not just about reducing vulnerabilities or giving their engineers time back. It's creating a more trustworthy, safer environment. Stu explained, "It's not just about the vulnerability. It's the incident that

better stability. Maintenance has become predictable, triage is faster, and the risk of exposure from unpatched

Chainguard was genuinely the first thing that I'd seen in the industry that

was so forward-thinking. If everyone in the supply chain adopted this

approach, the whole ecosystem would become massively more secure. STU HIRST, CISO, TRUSTPILOT

Trustpilot's relationship with Chainguard goes beyond a typical vendor-customer dynamic — it's a partnership

A true partnership

built on collaboration and shared innovation. As an early adopter of Chainguard, the Trustpilot team has played an active role in shaping product

development, from discovering bugs to contributing feedback that informed new documentation and features. Stu describes it as a "two-way journey," where both teams work collaboratively to advance secure-by-default practices and explore what's next. "We don't want to be given a product and left alone," Stu said. "We want to

Looking ahead, the team is exploring <u>Chainguard Custom Assembly</u> and <u>secure, rebuilt-from-source language</u> libraries to further strengthen the software supply chain, ensuring Trustpilot continues to lead by example in not just shifting left, but starting left.



work side-by-side in what's coming next, and we've done this with Chainguard."