

“With Central and LastPass, we can offer our clients an even more secure system and allow a deeper level of trust.”

Adam Gray
Senior Software Engineer

 **Challenge**

Mapcom works with telecommunications companies across the country, and to manage these clients' software they often need direct access into their servers. Clients often use different VPN systems, and it was burdensome for the Mapcom employee supporting them to switch between these VPN systems. Sometimes they couldn't even have multiple VPN software products installed on one machine, hampering their ability to effectively and efficiently support their customers. In addition, when using VPN, they left themselves vulnerable to malware or viruses that may have infiltrated their customers' networks.

Additionally, to access these servers, Mapcom had to manage their clients' usernames and passwords. Securely storing and managing client credentials was a painstakingly manual process, with limited ability to assign password access to specific employees.



Mapcom Systems is the developer of M4 Solutions Suite, a visual operating system that helps communications providers manage their workforce and networks. Mapcom Systems serves communications providers in the rural U.S. and around the world. They have 150 employees.

 **Solution**

The combination of LogMeIn Central and LastPass allows Mapcom to address both their endpoint management efficiency challenges and their need for password management. Security and compliance are a top priority when evaluating these solutions – and they want to ensure their client information and systems are safe without taking on any unnecessary liability.

Central allows them to stop juggling between VPNs and instead get one-click access to multiple client networks simultaneously. Central also increases the security for not only Mapcom but all their clients whose networks they're accessing. With Central, Mapcom does not expose its networks to the risk of malware or viruses previously exposed through VPN – instead, they keep their networks completely separated from their clients while accessing systems.

Adding LastPass allows them to securely store all client credentials and share them with the right team members. LastPass secure sharing functionality allows appropriate employees to access systems without actually knowing the clients' passwords. This means when employees' functions or responsibilities change, Mapcom's admin can modify LogMeIn/LastPass access to a client's system on an individual user basis.

 **Result**



Increased efficiency



Greater visibility



Decreased liability

Mapcom teams have increased efficiency every day as they access client servers. They feel confident that they are accessing these systems effectively and securely. By using the best products – Central and LastPass – Mapcom has deepened client trust and continued to expand their network.

Using two LogMeIn products that complement each other has made life simple for Mapcom. With so many varied enterprise solutions companies to work with these days, LogMeIn's ability to simultaneously meet multiple needs simplified Mapcom's purchase and implementation process.

Interested in learning more? Visit us at www.lastpass.com or www.logmein.com/central.