



Name: Anderson Insurance Associates

Industry: Insurance Agency

Location: Charleston, SC

Employees: 65 full-time

Challenge

Secure, central storage of shared company passwords to address lost employee productivity and IT burden caused by password-related processes.

Solution

- Team password manager to track high volume of shared credentials
- Provided employees with tools to manage frequent, mandatory password changes

Results

- Addressed password needs at all levels with organization-wide password management
- Eliminated dangerous practices of passwords written on paper
- Reduced IT burden by eliminating password resets and account lockouts
- Increased productivity with easy tools for managing mandatory password changes and password storage
- Ensured appropriate access that can be revoked immediately for departing employees

Insurance Agency Invests in Organization-Wide Password Management



Challenge

Anderson Insurance Associates is a Charleston-based Insurance agency committed to providing high quality personal, business, life and health insurance since 1981. Representing some 100 insurance providers to service their clients, Anderson Insurance Associates has to track hundreds of accounts and passwords to keep operations running smoothly. Logging employees into those accounts, quickly and with minimal interruption to their workflow, is essential to the team's success.

The company had been letting employees manage passwords on their own, which resulted in security risks as passwords were written down on note pads, stored in documents on computer desktops, and shared haphazardly without accountability. Mandatory password resets every month or quarter further slowed down the team, with frequent account lockouts due to password confusion. Unlocking the accounts would sometimes take the IT team over an hour to resolve.

These password problems often interrupted employee workflow, resulting in lost productivity, not to mention raising security concerns among the IT team and senior management. The company also needed a reliable way for employees to share a large volume of passwords across functional teams, without putting shared credentials at risk. Overall, Anderson Insurance Associates looked to gain control of password practices across the organization.

Solution

To manage the hundreds of service provider accounts their employees needed access to, Anderson Insurance Associates chose LastPass Enterprise for organization-wide password management.

"We were wasting a ton of time with people forgetting their passwords, and there was a big issue with the 'pad of paper' on the desk. With passwords changing monthly or quarterly, accounts would get locked after too many incorrect tries, then we'd have to go in to help the employee and it'd be a 45-minute call with an insurance company to reset it. It was just a major inefficiency.

Ryan Moniz,
Director of IT, Anderson Insurance Associates

LastPass Enterprise is a comprehensive access management solution that saves usernames and passwords in a digital vault while automating the login process for all websites, with secure access from every computer and mobile device. LastPass Enterprise also automates routine IT tasks, like onboarding and offboarding users as well as shared account provisioning and password resets, without interrupting employees.

With LastPass Enterprise, Anderson Insurance Associates can provide every employee with their own LastPass vault, giving each employee the appropriate level of access to the tools they need to streamline their day-to-day workflow. A key feature for Anderson Insurance Associates is the Shared Folders, which they rely on heavily to securely share credentials among team members. Each employee has on average 50 logins synced through Shared Folders, in addition to another 50 or so logins stored in their vault for their use only.

"A lot of the companies we work with only give us one login for our agency, so we use LastPass to share - and update - those passwords. Then of course, when people leave, it's really easy for us to protect client passwords by disabling those employees' accounts in LastPass."

Additionally, LastPass Enterprise facilitates management of employees working off-site, allowing the IT team to easily support remote team members. Secure offboarding is also critical. Anderson Insurance Associates can ensure that any departing employee be removed from the system instantaneously, and IT has direct insight into what that employee had access to.

Results

Today, the entire organization, from IT to HR to Accounting, uses LastPass Enterprise in their daily workflow. LastPass Enterprise is also an essential component of the employee onboarding process, allowing the IT team to set expectations early for password security practices within the company. Anderson Insurance Associates deployed LastPass Enterprise within two hours. After a month the entire organization had integrated the product into their daily workflow and saw return on their investment:

- Employees are able to quickly change passwords when they have a mandatory password reset, and don't have to worry about remembering that password, which has significantly reduced the burden on IT.
- The IT team is able to enforce the company's password policies and has direct insight into the company's password security at all levels.
- Through use of security and access policies within LastPass Enterprise as well as the built-in password generator, the company has ensured they are achieving the highest standards of security and properly mitigating risk within their organization.

"Within a month everyone was using it regularly and swearing by it. We usually get pushback when we deploy new services, but this is easily the staff's favorite program now."

LastPass Enterprise transformed the daily workflow for the entire organization. Now employees can manage and update a high volume of credentials with practically no interruption to their workflow and minimal assistance from IT. With LastPass Enterprise to automate their password management and ensure secure password practices, the team at Anderson Insurance Associates can focus their time and resources on the work that matters in growing a successful business.

For more information, visit [LastPass.com/enterprise](https://lastpass.com/enterprise)