

LastPass... |

Case Study: HSO

The logo for HSO, consisting of the letters 'H', 'S', and 'O' in a bold, white, sans-serif font. The 'H' and 'S' are connected, and the 'O' is separate.

“Security is our number one focus at HSO, which is why we chose LastPass. It’s an intuitive and powerful tool that makes password management easy!”

Remon Zeller, Chief Information Security Officer & Group IT manager





Challenge

HSO, a leading software organization, helps companies modernize business operations, adopt intelligent automation and deliver real-time performance insights. They have 2100+ clients worldwide and over 35 years of experience, delivering their service across Europe, North America, and Asia-Pacific. Remon Zeller, Chief Information Security Officer at HSO, noted that they had a fragmented approach to password management which meant team's were operating in silos and lacked an overarching structure. To build a unified cybersecurity infrastructure and adhere to the latest security standards, it became evident that an investment to standardize password management across HSO was necessary.

Remon commented, *"As we expanded, the use of various password vault tools posed challenges, and it was clear that we needed a more cohesive and streamlined approach."* Richard van Maaswaal, Systems Administrator at HSO, identified limitations in their existing tools. He stated, *"Our previous password management solutions either had an outdated interface or was an on-premise solution, making it challenging for effective management. We realised the importance of transitioning to a cloud-based solution that would not only be more user-friendly for employees, but also deliver enhanced integration capabilities."*



Solution

LastPass provides every employee at HSO with an individual vault and permits safe collaboration across teams. From the LastPass vault, individuals can launch websites, edit login information, add notes, share login information, and more. Through capitalizing on LastPass's Shared Folders functionality, they can also provide a simple and easy way to deploy credentials, notes and files across specific teams. Administrators can also manage access and sharing settings, including the ability to hide passwords from specific people, set folder access permissions to read-only, and more.

LastPass Business is designed to accommodate an integrated security infrastructure. By establishing a directory integration between LastPass Business and Microsoft Entra ID, HSO can automate and scale its deployment across their organization. This ensures that the right people have access to the right resources with minimum hassle, keeping employees productive and allowing them to focus on their objectives. Richard comments: *"With Azure integration, we can deprovision access to password vaults instantly if an employee leaves the business, making LastPass the perfect tool to accommodate our global workforce."*





Results

HSO had a seamless migration to LastPass, to which they credit the resources, tools, and support that they were provided with during the deployment process by the LastPass team. To streamline the onboarding process, Remon and Richard tasked each country with nominating a key user that would act as an Champion. These Champions then individually communicated locally within the respective countries to drive implementation and adoption across the organization.

Federated login and shared folders lead to swift adoption across the business, as HSO centralized password management across their remote workforce with LastPass.

HSO also enabled multiple administrative policies to help safeguard data and improve password hygiene. Richard elaborates: *"I like that we're able to create managed companies so we can empower administrators across the business to oversee password hygiene, without us having to be involved at a granular level. We*



"The possibilities of what we can achieve with LastPass is exciting. It offers a world of customizability through it's administrative policies."

Richard van Maaswaal

also prohibited sharing externally, so HSO employees cannot share passwords outside the organization. Restricting exports also makes sure everything stays securely locked within their vaults."

Remon concludes: *"What we really appreciate about LastPass is the consistency in the user-experience it delivers, both the administrative and end-user experience is great and fit for purpose."*

Learn how HSO increased their password security using LastPass.

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