

CASE STUDY

Love Struck

Overview

Love Struck is an international food and beverage company known for its high-quality, sustainably sourced frozen fruit, smoothies, and plant-based drink products. The company serves cafés, retailers, and hospitality brands that depend on uninterrupted operations, consistent quality, and reliable supply. With partners across global markets, operational continuity and customer trust is essential to its business.

When Managing Director, Paul Longega, joined Love Struck, he quickly discovered the company's cybersecurity posture wasn't aligned to the scale of the business or the expectations of the major customers they served. Weak password practices, shared credentials sent via email, and lack of internal access controls exposed the organization to preventable risk.

The Rising Stakes of Security in Food & Beverage

With interdependent supply chains and the sector's low tolerance for downtime, food and beverage companies have become rising cyber targets. Ransomware and credential-driven attacks increasingly disrupt production, procurement, and deliveries, with operational shutdowns and steep losses reported across the industry. Regulators, key customers, and cyber-insurers now treat MFA, strong passwords, and role-based access as essential and non-negotiable security basics.

“In this day and age, with cyberattacks being so prevalent, it's really important that you take all the steps you can... the cost of those attacks can be massive.”

Love Struck Security Challenges

Love Struck's security hygiene was creating an avoidable risk. Employees reused simple passwords, shared credentials over email, and access to sensitive systems wasn't consistently role-based. IT lacked centralized visibility into password strength, compromise alerts, and usage. For a company serving large enterprise clients—who run audits and expect strong access controls—these gaps threatened both operational trust and cyber-insurance requirements.

Love Struck needed a company-wide solution to **improve** password behavior, **enforce** MFA, **strengthen** governance, and **reduce** friction for a small, fast-moving team.

LastPass Solution

Paul had used LastPass for nearly a decade in a prior role, so he understood how implementing it at Love Struck could increase security, streamline access across employees, and strengthen trust with customers.

Love Struck deployed LastPass Business to every employee and standardized access around secure vaults, MFA, and shared folders with role-based permissions (e.g., Finance-only access to banking information). The experience is intentionally low-friction for users—browser integration and seamless autofill keep work moving without password chasing.

“It’s mandatory that the whole company uses LastPass. We have a lot of shared systems that we all use... it’s critical that every single employee is protected. Otherwise, if one isn’t, then that’s your weak link as a business.”

Admins now rely on the Security Dashboard to monitor password health, spot dark-web exposures, and review user activity. Session controls and automatic logout help contain risk if a device is lost or stolen. Onboarding and offboarding are also faster, more consistent, and fully auditable.

While cost is top of mind when rolling out a product, Paul makes the point plainly: in F&B, downtime is expensive across the entire operation, so investing in strong access controls is far less costly than dealing with a breach.

Results Highlights:

-  Dramatically **reduced risk** through strong password practices, MFA, and secure role-based access.
-  **Audit-ready** security posture that meets customer and insurance requirements.
-  Improved productivity by **eliminating password friction** and manual password sharing.
-  **Lowered operational risk and potential costs**, with better insurance posture and fewer security vulnerabilities.

“LastPass has significantly strengthened our security. It alerts us to password vulnerabilities, checks if any credentials have appeared in data leaks or on the dark web, and rates the strength of our passwords. Having that level of automated monitoring has been incredibly valuable.”

— Paul Longega, *Managing Director at Love Struck*

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