

CASE STUDY

Austin Cutlery & Tool strengthens security and gains visibility with LastPass

AUSTIN
Cutlery&Tool

Overview

Austin Cutlery & Tool designs and manufactures premium kitchen knives, foodservice tools, and culinary essentials for both professional chefs and home cooks. As the business grew, limited visibility into employee access created rising security risk. With LastPass, the company gained control over access, improved visibility, and strengthened its overall security posture.

The Challenge

When IT Manager Curtis Dickey joined Austin Cutlery & Tool, he found limited security controls and no clear visibility into access across the organization. Passwords were stored in spreadsheets, written on whiteboards, and shared across teams, leaving the company exposed and without consistent oversight.

As Curtis began to assess the environment, the extent of the issue became clear. “The deeper I dug, the more I found that there just really wasn’t security anywhere.”

That risk became tangible just months later, when the company experienced a security incident involving a compromised email account. While the impact was contained quickly, the event exposed how easily attackers could exploit gaps in visibility and credential management.

This was a turning point, accelerating internal alignment and prompting leadership to prioritize stronger controls before a more serious breach could occur.

“It was a wake-up call.
We needed to move
faster before it became
something much
bigger.”

The Solution

To address these gaps, Austin Cutlery & Tool turned to LastPass to secure credentials, simplify access, and gain greater visibility. Curtis prioritized strong employee adoption through education and hands-on support alongside the technology implementation. The rollout combined policy updates, training, and practical improvements to the user experience:

-  **Centralized password management:** Migrated credentials from spreadsheets and browsers into secure LastPass vaults
-  **Employee-first adoption:** Delivered company-wide training supported by one-on-one sessions with every employee
-  **Improved user experience:** Enabled federated login with Microsoft to reduce friction and eliminate password fatigue
-  **Expanded visibility:** Used SaaS monitoring to uncover shadow IT, including unsanctioned apps and AI tools

The Results

With LastPass in place, Austin Cutlery & Tool significantly improved both its security posture and day-to-day operations, delivering measurable gains across several key areas.

Stronger security

- Increased security score from below 50 to over 90
- Eliminated password sharing and insecure storage

Full visibility

- Clear insight into who has access to what
- Identification of unsanctioned apps, tools, and subscriptions

Culture shift

- Security embedded into everyday workflows
- Employees actively engaged in secure practices

Improved user experience

- Simplified login with federated access
- Positive employee feedback and adoption

Conclusion

Austin Cutlery & Tool's journey highlights how combining LastPass with a people-first approach can transform security. By focusing on visibility, education, and ease of use, the organization reduced risk while enabling employees to work more securely and efficiently.

**“Start now. Don’t wait.
It’s always better to
deal with internal
change than a breach.”**

