KEEPER® + **HLG HENSLEY LEGAL GROUP, PC INJURY LAWYERS**

Case Study

Hensley Legal Group, PC Secures Sensitive Data With Keeper's Comprehensive Password Management Solution

Background

Founded in 1998, Hensley Legal Group, PC is a well-established personal injury law firm based in Indianapolis, Indiana. The firm focuses on personal injury, vehicle accidents and Social Security disability cases, helping clients secure significant settlements and verdicts. With multiple offices across Indiana, Hensley Legal Group is dedicated to providing compassionate legal representation and actively supports local communities through initiatives like Hensley Cares.

Industry
Law Practice

Employees
150+

Solutions
Keeper Password Manager

- Enterprise
- BreachWatch®
- Advanced Reporting and Alerts
- Compliance Reports
- Silver Support

The Challenge

Hensley Legal Group, PC, a growing personal injury law firm in Indiana, faced increasing challenges in managing password security across the firm. Prior to adopting Keeper, passwords were managed inconsistently, with employees using personal email accounts and sharing passwords through insecure channels such as email and Microsoft Teams.

Previously, there was limited visibility into employee password usage or security. Some employees often reused passwords from previous law firms or personal accounts, raising concerns about potential security breaches. The firm needed a solution to improve password management and protect sensitive client data, including Social Security numbers and medical records.

Password Management Practices – Before adopting Keeper, passwords were stored inconsistently, often across both personal and business accounts, on shared spreadsheets or in shared folders. This practice led to security risks and operational inefficiencies, especially when handling shared accounts and sensitive data.

Compliance and Ethical Considerations – The firm was aware of the ethical responsibility to protect sensitive client data. As a personal injury law firm, Hensley Legal Group, PC handles confidential medical records and personal information. The firm wanted to adopt a proactive approach to password security to lock down all of its data, files and client information.

Increased Security Risks With Cloud Transition – The firm migrated to a cloud-based infrastructure, which enabled remote access to its systems from anywhere. This created a greater potential for unauthorized access if credentials were not properly managed with a secure solution. The Hensley Legal Group recognized the need for a comprehensive solution to secure passwords and passkeys and protect sensitive case information within this new environment.

> We needed a solution to lock down password management after migrating to the cloud. Keeper's support has been phenomenal, and the setup process was straightforward.
>
> **Ryan Kreicker | Director of IT & Internet Marketing**

The Keeper Solution

Hensley Legal Group, PC explored other password management solutions before hand-selecting Keeper based on its strong feature set, security infrastructure and positive experience during a trial program with its IT provider.

Seamless Integration with Existing Systems: The key factor in selecting Keeper was its integration with Microsoft Azure for Single Sign-On (SSO) access. By leveraging SSO, the firm eliminated the need for separate passwords to access the Keeper platform, which improved usability and security. The firm also deployed Keeper's Browser Extension across all browsers, making password management seamless across all devices.

Centralized Password Management: The migration to Keeper was straightforward and seamless. The company utilized Keeper's import tools to transition passwords and team spreadsheets into the Keeper Vault. They also leveraged Keeper's BreachWatch® feature to identify and improve weak passwords, ensuring that all stored credentials met high-security standards.

Role-Based Access Controls (RBAC): Keeper provides granular sharing enforcement for administrators to leverage Role-Based Access Controls (RBAC) that ensure organization-wide security policies are adhered to and compliance is met. Designating roles within the organization streamlines provisioning for administrators and allows for specific rule sets to be leveraged to maintain least privilege access and increase the organization's security posture.

User Adoption and Training: Keeper is recognized as the leading password manager for organizations of all sizes and is designed to be easy to use and quick to deploy. Keeper's extensive documentation portal provides detailed instructions and system best practices to help administrators get the most out of their deployment. For end-users, detailed product guides and training videos drive high end-user adoption.

Best-in-Class Security: Keeper's zero-trust and zero-knowledge security architecture is unmatched in safeguarding information and mitigating the risk of a data breach. Keeper combines device-level, Elliptic-Curve Cryptography (ECC) with multiple layers of encryption (at the vault, folder and record levels), multi-factor and biometric authentication, as well as FIPS 140-3 validated AES 256-bit encryption plus PBKDF2. Keeper is SOC 2 and ISO 27001 compliant — with the longest-standing compliance in the industry — as well as FedRAMP and StateRAMP Authorized.

> The best part is people don't know their passwords anymore, which makes them much less vulnerable to phishing or hacks.
>
> Ryan Kreicker | Director of IT & Internet Marketing

Organization Impact

The deployment of Keeper had a transformative effect on Hensley Legal Group, PC, improving both security and efficiency across the organization. The key impacts include:

Increased Security and Data Protection: Keeper's robust security architecture dramatically improved security by eliminating the need for employees to remember passwords. By using Keeper, employees are protected from phishing attacks and other cyber threats, as their passwords are stored securely and automatically generated.

With Keeper also supporting passkeys, users are now able to safely store passkeys in their vault for effortless authentication. The IT team now has full visibility into every employee's password hygiene, password complexity and can monitor for any security threats with BreachWatch® dark web monitoring, ensuring that all credentials are protected from unauthorized access.

Ease of Implementation and Support: Rolling out Keeper across the entire organization was a smooth process for Hensley Legal Group, PC. The IT team found the setup intuitive, with Keeper's support team providing excellent assistance throughout the implementation.

Despite the challenge of transitioning over 100 users from their previous methods of managing passwords, the comprehensive training and resources made the change manageable. For new hires at the firm, starting with Keeper from day one simplified onboarding, as their default password management tool.

Streamlined Onboarding and Offboarding: With Keeper, IT teams no longer need to manually share credentials during onboarding or offboarding. Keeper's shared folder functionality allows Hensley Legal Group, PC to quickly manage personnel changes, ensuring passwords can be updated, transferred and shared securely.

> When employees leave, we can transfer their passwords to a shared folder and manage access without having to reset passwords for the entire team.
>
> Ryan Kreicker | Director of IT & Internet Marketing

Improved Collaboration: The ability to share credentials securely among attorneys and case managers has streamlined collaboration across departments, making it easier to manage multiple accounts without compromising security. Rolling out Keeper organization-wide has greatly improved operational efficiency.

Positive Feedback and User Adoption: Keeper's ease of use and intuitive interface led to high adoption rates among team members, particularly non-technical staff. As a result, the organization saw a significant reduction in password-related help desk tickets and a more secure, organized approach to password and passkey management.

KEEPER®

 Keeper Password Manager

Most businesses have limited visibility into the password practices of their employees, which greatly increases cyber risk. Password hygiene cannot be improved without critical information regarding password usage and compliance. Keeper solves this by providing ultimate security, visibility and control.

Data is protected with Keeper's zero-knowledge security architecture and world-class encryption. Zero-knowledge means that only the user has knowledge of and access to their master password and the encryption key that is used to encrypt and decrypt their information.

Keeper is intuitive and easy to deploy, regardless of the size of a business. Keeper integrates with Active Directory and LDAP servers, which streamline provisioning and onboarding. Keeper SSO Connect® integrates into existing SSO solutions and is FedRAMP and StateRAMP Authorized.

Keeper is designed to scale for any sized organization. Features such as role-based permissions, team sharing, departmental auditing and delegated administration, support organizations as they grow. Keeper Commander provides robust APIs to integrate into current and future systems.

Business Use Cases: Keeper Password Manager

• Prevent password-related data breaches and cyber attacks

• Support passkeys for effortless authentication

• Strengthen compliance

• Boost employee productivity

• Enforce password policies and procedures

• Reduce help desk costs

• Minimize training with fast time-to-security

• Improve employee security awareness and behavior

About Keeper

Keeper Security is transforming cybersecurity for people and organizations around the world with next-generation privileged access management. Keeper's easy-to-use cybersecurity solutions are built with zero-trust and zero-knowledge security to protect every user on every device. Trusted by millions of individuals and thousands of organizations, Keeper is the leader for password management, secrets management, privileged access, secure remote access and encrypted messaging. Learn more at KeeperSecurity.com.

Keeper is trusted and loved by thousands of companies and millions of people globally.

G2
Enterprise Leader

PCMag
Editor's Choice

App Store
Top-Rated Productivity

Google Play
Over 10 Million Installs