Case Study

Illinois College Elevates Data Security and Credential Management Across Campus

Background

Illinois College is a private liberal arts institution located in Jacksonville, Illinois. Founded in 1829, it is one of the oldest colleges in the state and was established by Presbyterian missionaries from Yale University.

Industry
Private Education

Employees
300

Solutions

Enterprise Password Manager

- BreachWatch
- Compliance Reports
- Advanced Reporting & Alerts Module (ARAM)

🔒 The Challenge

Prior to adopting Keeper, Illinois College relied on a legacy password manager that created significant technical and operational friction across the organization. Syncing user accounts was a constant challenge, often requiring additional time to resolve, manual intervention and ongoing troubleshooting to keep information aligned. As a result, adoption remained low, and confidence in the system steadily declined.

Compounding these challenges, the previous tool suffered a public breach, eroding trust in the solution as a whole. Administrators also struggled with fragmented and insecure credential-sharing practices. Staff frequently stored credentials in shared documents, spreadsheets or even printed materials locked in a physical safe. This created risk, slowed workflows and limited visibility across teams.

As the college decided to improve its cybersecurity, it became clear that the previous methods could not scale to meet modern requirements. The organization needed a secure, unified platform that integrated seamlessly with Microsoft Azure Single Sign-On (SSO), supported user provisioning, simplified Multi-Factor Authentication (MFA) usage and helped ensure compliance with regulatory and internal security standards. The organization began searching for a more robust, user-friendly password management solution to streamline its day-to-day workflows.

The Keeper Solution

After deciding to move away from its previous tool, the organization evaluated multiple options and ultimately selected Keeper. The Keeper platform offered a modern approach to credential protection and provided the flexibility needed to support both students and staff across campus.

Centralized Credential Management - Keeper's **zero-trust and zero-knowledge** architecture provided Illinois College with a single, secure platform for storing and managing the institution's passwords. This ensured that all credentials were securely stored and protected by Keeper's architecture.

Seamless Integration with Existing Infrastructure - Keeper integrated smoothly with its **SSO provider**, enabling users to authenticate without creating a separate master password. SCIM provisioning allowed the IT team to automate user onboarding and offboarding, with Duo Multi-Factor Authentication (MFA) adding an additional layer of protection. Additionally, through Google Workspace, administrators were able to automatically deploy the **KeeperFill®** browser extension to all users, making adoption fast and intuitive with instant autofill across websites and apps.

> "All faculty and staff have to do to access their vault is sign in with their master password that they use every day. Keeper made it as easy as possible for them to start using their vault right away."
>
> **Patrick Brown | Chief Information Officer**

User Adoption and Training Support - Keeper offers extensive **product documentation**, implementation resources and end-user guidance to support successful rollouts. Illinois College utilized these resources to create a dedicated internal site. 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. For end users, detailed **product guides** and **training videos** drive high user adoption.

Cost-Effective - No matter the size or type of organization, Keeper has a cost-effective plan to fit and scale with organizational needs. Keeper's transparent pricing model, paired with world-class customer support, ensures that organizations maximize their investment.

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 high and GovRAMP Authorized.

> "Keeper has exceeded expectations. The ease of use and being able to use it across multiple devices has helped to increase our confidence in the tool as it streamlines our workflows."
>
> **Marc Benner | Assistant CIO and Network Administrator**
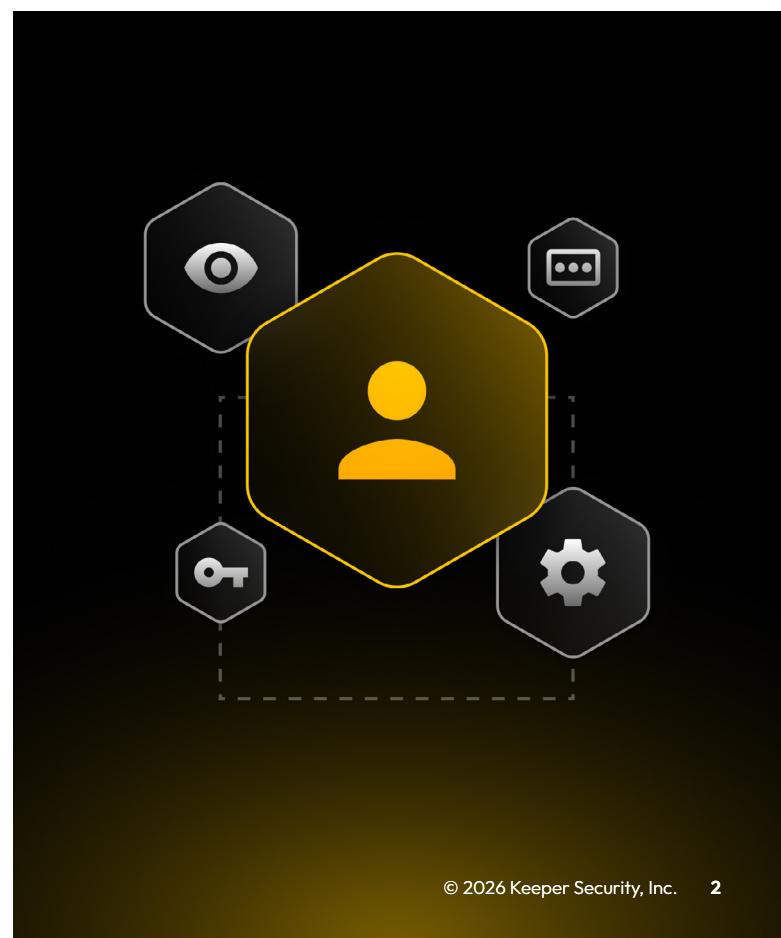
🏢 Organization Impact

By implementing Keeper across the entire campus, Illinois College gained centralized control over credential management, strengthened its cybersecurity posture and streamlined workflows for both technical staff and non-technical users. Keeper improved security, reduced administrative friction and created a more reliable system for password and MFA management across campus.

Stronger Security and Compliance - Keeper's secure architecture, SSO integration and MFA support enhanced the organization's ability to protect accounts containing sensitive data. It not only ensures passwords are stored in an end-to-end encrypted, zero-knowledge environment, but also helps ensure compliance with many strict regulations such as FERPA.

Reduced IT Support Load - User onboarding became significantly easier due to SSO and automated provisioning. Because employees do not need to create or maintain separate Keeper credentials, the IT team saw seamless onboarding, faster syncing, intuitive credential sharing and a dramatic reduction in help desk tickets related to password access or lost credentials.

> **"There's a lot less upkeep that we have to do on our end once the account is created, and there has been a significant decrease in IT help desk tickets."**
>
> **Kelsi Simmert | Manager of End User Security & Support**

Improved Efficiency From Anywhere - Keeper quickly reduced friction for faculty and staff by allowing secure access from any device in any location. Tasks that once required users to be at their desks, such as retrieving MFA codes, accessing shared departmental credentials or updating records, are now easier and faster to complete.

Increased Adoption Among Staff and Students - Since adopting Keeper, Illinois College faculty and staff have quickly embraced the platform. Student adoption continues to grow as the college provisions student accounts and integrates Keeper into first-year seminars. The unified use across campus strengthens the institution's overall security culture as it builds stronger password practices among both its students and faculty.

> **"Professors are spending time in class to emphasize the importance of Keeper to students and are using it to keep their identities secure."**
>
> **Patrick Brown | Chief Information Officer**

Reliable Access and Operational Stability - The organization developed increased confidence in its credential management systems due to Keeper's reliability. During several major service outages affecting other cloud providers, Keeper remained fully operational, further strengthening trust in the platform.

Overall, the shift to Keeper gave Illinois College the resources to protect its most critical systems and maintain consistent security practices across campus. With Keeper, the college can safely rely on a highly secure password management solution to protect against cyber threats without concern.

Keeper Password Manager

Most businesses have limited visibility into employees' password practices, which can significantly increase 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 only the user knows and has access to their master password and the encryption key used to encrypt and   decrypt their information.

Keeper is intuitive and easy to deploy, regardless of business size. Keeper integrates with Active Directory and LDAP servers, which streamlines provisioning and onboarding. **Keeper SSO Connect**® integrates into existing SSO solutions and is FedRAMP High and GovRAMP Authorized.

Keeper is designed to scale for organizations of any size. Features such as role-based permissions, team sharing, departmental auditing and delegated administration support organizations as they grow. **Keeper Commander** provides robust APIs for integration with 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 one of the fastest-growing cybersecurity software companies that protects thousands of organizations and millions of people in over 150 countries. Keeper is a pioneer of zero-knowledge and zero-trust security built for any IT environment. Its core offering, KeeperPAM®, is an AI-enabled, cloud-native platform that protects all users, devices and infrastructure from cyber attacks. Recognized for its innovation in the Gartner Magic Quadrant for Privileged Access Management (PAM), Keeper secures passwords and passkeys, infrastructure secrets, remote connections and endpoints with role-based enforcement policies, least privilege and just-in-time access. Learn why Keeper is trusted by leading organizations to defend against modern cyber threats 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