KEEPER + LANSING BWL

Case Study

Electric and Water Utility Organization Enables Secure Password Management With Keeper

Background

The Lansing Board of Water & Light, founded in 1885 and headquartered in Lansing, Michigan, is a municipally-owned public utility offering services to the greater Lansing region.

Industry
Energy and Utilities

Employees
800+

Solutions
Keeper Password Manager

- Enterprise

The Challenge

The Lansing Board of Water & Light Operations Technology Department needed an easy-to-use, secure and collaborative password management solution to protect their organization.

Before adopting Keeper, the organization relied on a legacy password manager that had the organization questioning whether or not it was a secure solution to continue relying on for their critical information.

Security Issues: Lansing Board of Water & Light's Operations Technology Department began the process of improving their compliance and visibility of data and credentials throughout the department to achieve specific mandates in their industry. During this process, they realized they needed a more secure, user-friendly password management tool to assist with their day-to-day operations, as well as aid their compliance efforts.

Limited Visibility and Admin Controls: The organization often struggled with limited access-control capabilities and were not provided with comprehensive documentation from their legacy password manager. Some users continued to use risky and outdated methods of password management, such as sticky notes or shared spreadsheets, posing a significant security risk.

The Keeper Solution

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.

Additionally, Keeper's award-winning User Interface (UI) provides an intuitive and accessible platform that is easy for non-technical employees to understand and adopt. Keeper also supports cross-platform use on Windows, Mac, Linux, iOS and Android, ensuring that the solution works seamlessly no matter the platform or device.

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.

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, ranking #1 in Enterprise Customer Support on G2, 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 level), multi-factor and biometric authentication, as well as FIPS-140-2 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.

Organization Impact

The Lansing Board of Water & Light Operations Technology Department found its solution in Keeper, a robust and user-friendly password management platform that addresses their critical needs. Keeper's platform offers a unique blend of seamless integration capabilities, ease of use and best-in-class security, making it the ideal choice for the organization's environment.

Implementation: The organization seamlessly transitioned their credentials from their legacy solution to Keeper.By implementing Keeper, the organization now has improved visibility, allowing admins to keep a close eye on compliance with password hygiene best-practices and security policies.

> **I really like the encryption on all of the fields in Keeper, because sometimes you just have something that doesn't fit into a canned record type and you end up putting things in notes. When I found out our previous solution did not encrypt the notes, I was very disappointed.**
>
> **Michael George | Systems Architect**

User Adoption: Keeper's streamlined user interface and detailed enablement training materials resulted in high user adoption. Keeper has made it possible for employees to securely share passwords with each other, while still leveraging Keeper's encryption.

Across teams, the Shared Folder feature allows the organization to maintain an orderly and secure method of sharing critical passwords and information. Keeper's One-Time Share has enabled secure sharing of files and credentials in a limited capacity.

Security and Visibility: The organization leverages Keeper's autofill functionality KeeperFill®, Keeper's secure browser extension, allowing users to instantly autofill credentials on any device. Additionally, the organization further fortified their security posture by integrating Keeper within their existing systems.

These integration capabilities and the ease of use, along with Keeper's best-in-class security and zero-knowledge architecture, provided Lansing Board of Water & Light's Operation Technology Department with a secure password management solution to protect their organization against cyber threats.

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
- 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