KEEPER® | LUCIDICA

Lucidica Strengthens Compliance and Client Trust With KeeperMSP®

Background

Lucidica is an established Managed Service Provider (MSP) offering end-to-end Information Technology (IT) support, cybersecurity and consulting services to small and medium-sized businesses across the UK.

As a trusted IT partner to dozens of organisations, Lucidica places a strong emphasis on compliance, reliability and the ability to implement best-in-class security practices for its clients. To uphold Cyber Essentials and ISO compliance standards, the company requires an enterprise-grade password management solution that enables secure collaboration across its distributed team.

Industry
Managed Service Provider (MSP)

Employees
<50

Solutions
KeeperMSP® and BreachWatch

The Challenge

Before adopting Keeper, Lucidica relied on a legacy password manager that often caused operational delays and introduced unnecessary security risks. This left the organisation struggling to meet several fundamental requirements, highlighting the need for a secure, user-friendly password management solution. The organisation turned to Keeper to solve issues from its previous solution, such as:

Vault Synchronisation Failures - Passwords often appeared differently across devices, leading to confusion and wasted time as technicians attempted to determine the correct login.

Inconsistent and Unreliable Password Sharing - Shared credentials frequently failed to sync or didn't arrive at all. As a workaround, sensitive information — including credit card numbers — was exchanged through emails, documents and password-protected spreadsheets. These insecure sharing methods significantly increased the risk of exposing critical data.

Impact on Client Advisory - As an MSP, Lucidica regularly advises clients on cybersecurity. The shortcomings of its former system made it difficult to promote password management best practices with confidence.

> "We needed to set an example for our clients. The previous platform wasn't only unreliable — its issues discouraged clients from using password managers at all."
>
> **Maria Nagle, Service Delivery and Projects Manager**

Lucidica quickly recognised the need for a secure and intuitive cloud-based solution that aligned with modern operational and compliance standards across the European region.

The Keeper Solution

After evaluating multiple password management platforms, Lucidica selected **KeeperMSP** with the **BreachWatch** add-on, gaining access to enterprise-grade password management and dark web monitoring. The solution delivered the seamless, multi-tenant, cloud-based experience its team had been missing and immediately resolved the speed and reliability problems experienced with its previous tool.

A major advantage was Keeper's Microsoft SSO integration, which strengthened authentication practices and simplified user onboarding. Lucidica also noted the high quality of Keeper's customer service. From the first call through the demo and final rollout, the implementation process was fast, smooth and far more efficient than that of previous vendors.

> **"Everything was fast — the initial outreach, the demo and the setup. Other vendors just didn't compare."**
>
> **Nubia Coleman, General Manager**

KeeperMSP also supported Lucidica's commitment to Cyber Essentials and ISO compliance, reinforcing its ability as an MSP to model strong security standards for its clients.

Cost-Effective - No matter the size or type of organisation, Keeper has a cost-effective plan that fits and scales with organisational needs. Keeper's transparent pricing model, paired with world-class customer support — ranked #1 in Enterprise Customer Support on **G2** — ensures tha organisations maximise 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 data breaches. 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 GovRAMP Authorised.

> **"Keeper is easy to use and is very user friendly. The synchronisation is fast-paced and reliable."**
>
> **Maria Nagle, Service Delivery and Projects Manager**

Organisation Impact

The deployment of Keeper across the team was straightforward. Admins quickly adapted to managing roles, permissions and shared folders, while finding the platform intuitive and easy to use. Keeper's training videos and robust documentation also helped Lucidica onboard new employees smoothly and share best practices with its clients.

For end users, the experience was equally positive. The browser extension and autofill capabilities made everyday tasks easier, and the included family plan even helped improve cybersecurity habits at home.

Dark Web Monitoring - Added features, such as BreachWatch, quickly became essential to the organisation's workflow, providing real-time visibility into compromised credentials found on the dark web. The Security Audit also helped track weak or reused passwords and maintain stronger overall hygiene across the company.

Streamlined Workflows - Since Keeper is cloud-based, the team no longer has to deal with freezes, installation problems or sync failures, which were common with its previous desktop-based tool. Keeper's real-time synchronisation eliminated inconsistent passwords and lack of visibility across devices and removed the need for ongoing troubleshooting, significantly improving operational efficiency.

Since adopting Keeper, Lucidica has seen a clear improvement in security and productivity. The team no longer relies on insecure files or messaging tools to store or share passwords, and synchronisation issues have been completely eliminated. Its security and compliance posture has been strengthened, user satisfaction is high and Lucidica can confidently recommend password management to its clients — something that wasn't possible before.
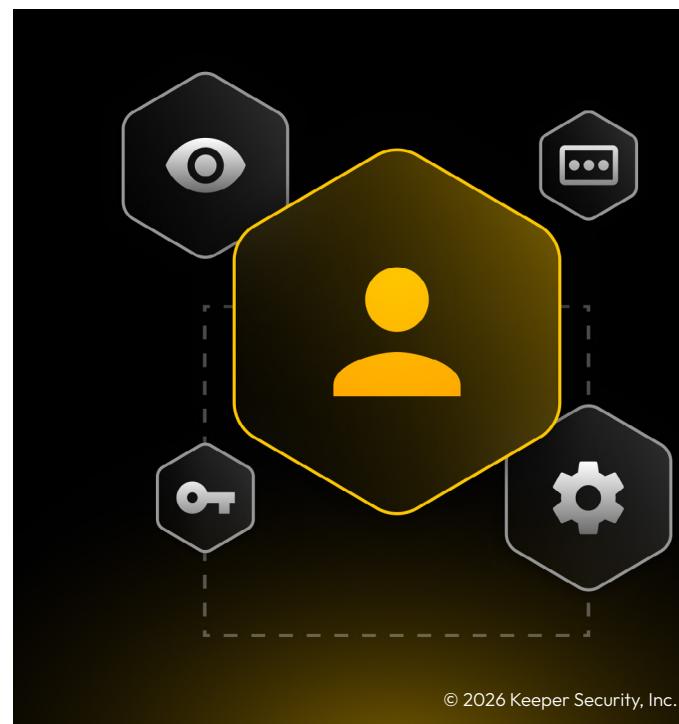
Keeper Password Manager

Most Managed Service Providers (MSPs) can't protect their managed companies if they can't protect themselves. By breaching a single MSP, cybercriminals can gain entry into dozens, or even hundreds, of other businesses. MSPs have limited visibility into the practices of their employees and managed companies, 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 used to encrypt and decrypt their information.

Keeper integrates with Active Directory and LDAP servers, which streamlines provisioning and onboarding. **Keeper SSO Connect**® integrates into existing SSO solutions and is FedRAMP and GovRAMP Authorised. Keeper is designed to scale for organisations of any size. Features such as role-based permissions, team sharing, departmental auditing and delegated administration support organisations as they grow. **Keeper Commander** provides robust APIs for integration with current and future systems.

Why you need KeeperMSP for your business:

- Easy to use multi-tenant management for MSPs

- Prevent password-related data breaches and cyber attacks

- Support passkeys for effortless authentication

- Increase customer satisfaction

- Generate new revenue streams

- Enforce password policies and procedures

- Enhance compliance and reporting

- Minimise training with fast time-to-security

- Improve employee security awareness and behaviour

About Keeper

Keeper Security is one of the fastest-growing cybersecurity software companies, protecting over 85,000 organisations and millions of people across 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. Recognised 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 anjust-in-time access. Learn why Keeper is trusted by leading organisations 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