

## CASE STUDY

# Keeper Protects The Cybercrime Support Network From Cyberattacks





# BACKGROUND

**Cybercrime Support Network (CSN)** is the only non-profit in the U.S. that is focused on serving consumers and small and medium-sized businesses (SMBs) that have been impacted by cybercrime.

Among CSN's initiatives is **FightCybercrime.org**, the first nationwide program developed specifically to help consumers and SMBs that have been victimized by cybercrime report attacks, recover from them, and then reinforce their security to prevent further incidents. As of April 2021, **FightCybercrime.org** has served over 860,000 individuals and SMBs.

CSN has received two cooperative agreements from the Cybersecurity and Infrastructure Security Agency (CISA) in the U.S. Department of Homeland Security to support state, local, tribal and territorial governments with information sharing.



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## PROBLEM:

# IMPLEMENT A COMPREHENSIVE BUT USER FRIENDLY PASSWORD MANAGER

When Kristin Judge, CEO and President of CSN, began taking on employees, she knew she needed to implement a password manager. “At the beginning of 2018, I was the only person at CSN. Less than two years later, we were up to 32 people,” she says. “As a cybersecurity professional, I realize the importance of monitoring employee password usage and making sure that everyone is adhering to good password security practices.”

Since CSN was going to have many non-technical people on its team, the password manager needed to be user-friendly. “My number-one priority was to choose a solution that anyone could pick up and use,” Judge explains. In fact, she immediately dismissed the idea of deploying the same password manager she had been using at home because she knew it was too complex for non-technical users. “If a product wasn’t easy to use, I took it out of the running right away.”

Once a solution passed Judge’s user-friendliness test, she examined whether it had the functionality that CSN needed and the security to keep the organization’s passwords safe.

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## SOLUTION:

# KEEPER HAD THE SECURITY AND USABILITY THAT CSN NEEDED

After evaluating several password management solutions, Judge approached Keeper's vendor booth at the RSA Conference and watched a demo. "I was hooked on the spot," she recalls. "I remember thinking, 'This is good; I need this!' Having worked in security education and awareness for a long time, I know how hard it is to get people to use a password manager. As I watched the Keeper demo, I knew that I could get people to use it."

Judge was also impressed with Keeper's proprietary zero-knowledge security architecture and encryption. "In addition to being user friendly, Keeper met the high security standards I was looking for," she says.

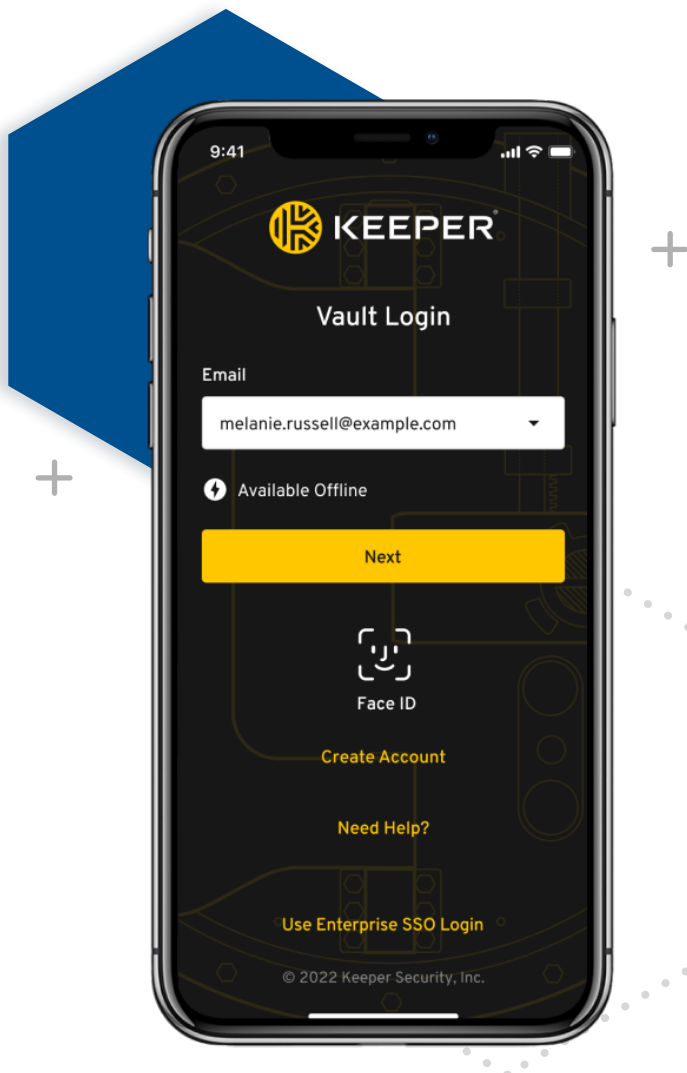


**Keeper support is top-notch. They take time to listen, which makes them effective when offering a solution. Whenever we've had a question, we've simply sent an email request for assistance, and we've always heard back quickly.**

Onboarding was a snap. "Once we purchased the licenses and the support package, Keeper spent time with our COO, introducing the vault and how to set up our company," Judge recalls. "Then, Keeper Support hosted online classes for all of our staff and walked us through how to set up each vault and use all the features. Our staff was able to ask specific questions, and the host took time to go over anything we needed any extra help on. This made it easy for everyone to start using their vault, including employees who were not technically inclined."

The support from Keeper has continued. "Keeper support is top-notch. They take time to listen, which makes them effective when offering a solution. Whenever we've had a question, we've simply sent an email request for assistance, and we've always heard back quickly."

For example, when we needed to add more vaults due to an increase in our staff, our rep made sure they were ready the same day. Our Keeper rep also checks in with us just to make sure everything is working well, as well as to let us know about new products and how we can enhance what we have."





# RESULTS & BENEFITS

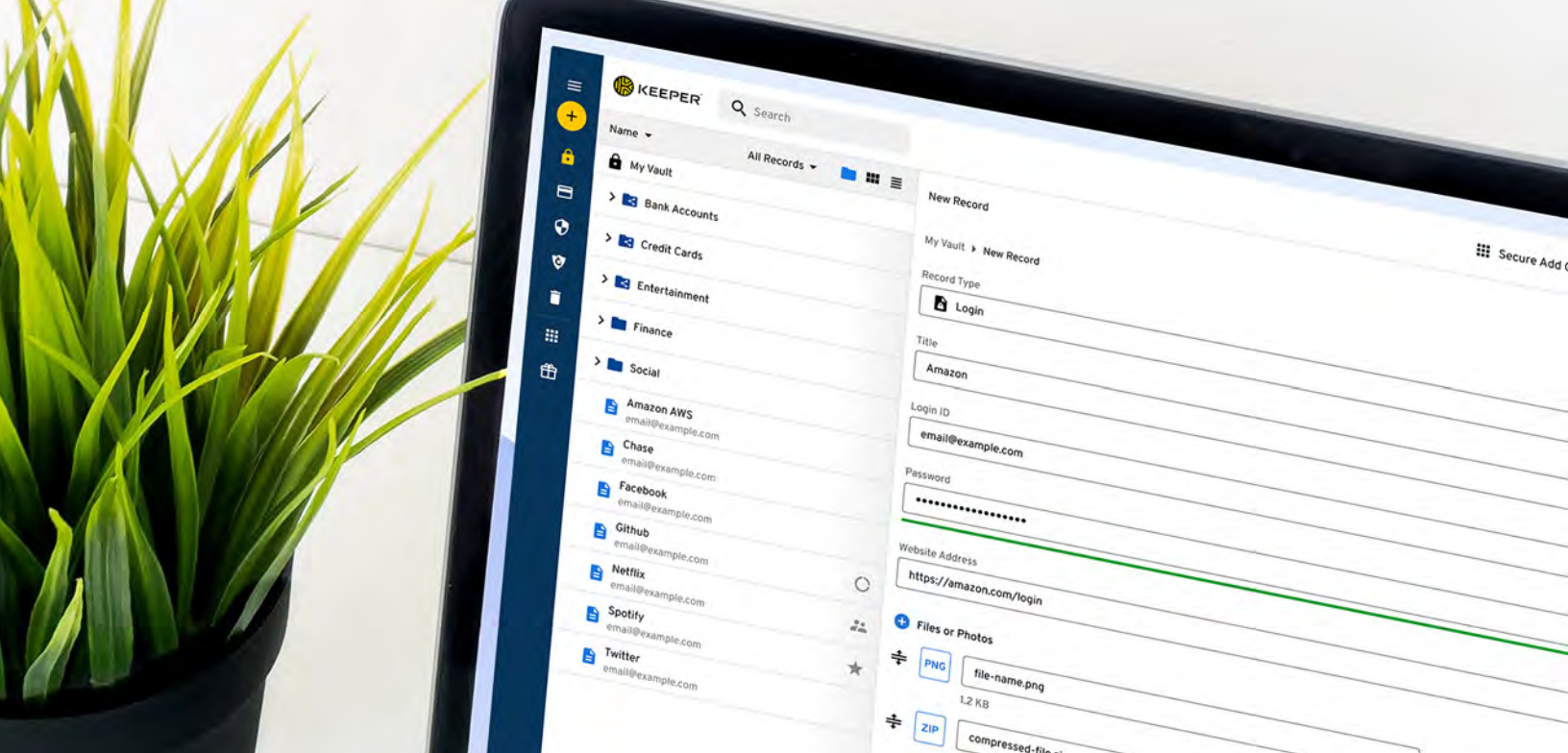
Keeper has streamlined onboarding for new employees. “With Keeper’s secure file sharing function, new employees can securely send us their tax identification documents, such as their driver’s license and Social Security card,” Judge says. “At the beginning, I didn’t realize we could use Keeper for file sharing. This is a really useful feature, especially for those working remotely due to COVID-19. We can share sensitive documents simply by creating a shared file in Keeper, rather than taking the time to create a password-protected document and emailing it.”

When new employees receive their work laptop, their Keeper Vaults are waiting for them. “When a laptop is customized for a new employee, all the logins they need are stored in their Keeper Vault. This allows new employees to hit the ground running. We only have to introduce Keeper, and their whole work environment is included,” Judge says. “If an employee switches equipment, the Keeper Vault can be transferred to an administrator, then set back up on the new computer without losing the information.”

Judge uses shared team folders so employees can securely access shared passwords. “Sharing passwords within the team is really important at CSN. Shared team folders ensure that everyone can access all of the passwords they need. For example, I can put all of the email passwords into one folder,” Judge explains. “Additionally, if someone leaves the organization, the files and passwords they stored in Keeper are secure and can easily be changed.”

The ability to share passwords with read-only access is another feature Judge appreciates. “It adds another layer of security without impacting accessibility or usability.”





Keeper has simplified the use of multi-factor authentication (2FA) throughout the organization. “When we have 2FA enabled on an account, but more than one person needs to use the account, it’s not feasible to have the code sent to a phone, especially with everyone working remotely,” Judge says. “Because Keeper can store our 2FA codes, we don’t have to use phones for 2FA.”

As a non-profit that receives both federal and state funding, CSN must adhere to certain compliance requirements. Keeper makes it easier for CSN to perform compliance reporting. “Keeper is a big tool in our compliance toolbox,” Judge says. “I can talk to our funders about how we take password security seriously, and prove it by providing them with Keeper audit trails.”

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At the time of this interview, CSN was in the process of implementing Keeper BreachWatch, which monitors the Dark Web for stolen passwords. “I want to take advantage of all of the Keeper features we can,” Judge says. “I like using tools to their full advantage as long as they are cost-effective.”

Judge says that Keeper has altered some of her employees’ views towards cybersecurity. “Some of the non-technical people on our team probably never thought they could use a password manager. Now that Keeper has shown them how easy password security can be, I hope they realize that security is for everyone, and that they’re taking this lesson into their real lives. They can go out into the world and help us further our mission by demonstrating that everyone needs security tools, and everyone can use them.”

Judge recommends implementing a company-wide password manager and is happy she chose Keeper for CSN. “Keeper is essential for any size company, but I see it especially benefitting the groups that CSN serves, which are consumers and SMBs. They need something that’s affordable, easy to implement, and easy to use. When we deployed Keeper, we didn’t even have an IT person on staff! Our COO was able to implement it without any issue. The consumers and SMBs that CSN serves can benefit from using this product.”





# ABOUT KEEPER

Keeper Security, Inc. (Keeper) is the market-leading, top-rated cybersecurity platform for preventing password-related data breaches and cyberthreats. Keeper's zero-knowledge security and encryption software is trusted by millions of people and thousands of businesses across the globe to mitigate the risk of cybertheft, boost employee productivity and meet compliance standards.

Keeper has been named PC Magazine's Best Password Manager of the Year & Editors' Choice, PCWorld's Editors' Choice and is the winner of four G2 Best Software Awards and the InfoSec Award for Best Product in Password Management for SMB Cybersecurity. Keeper is SOC-2 and ISO 27001 Certified and is also listed for use by the U.S. federal government through the System for Award Management (SAM). Learn more at <https://keepersecurity.com>.

## Keeper Third-Party Attestations and Certifications



## Keeper Awards and Recognition



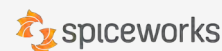
**2021 Enterprise Leader**  
4.7 out of 5 stars



**Editors' Choice**  
4.5 out of 5 stars



**Gartner Peer Insights**  
4.6 out of 5 stars



**Spiceworks**  
4.9 out of 5 stars