

TeamLogic IT in West Denver Secures Client Credentials and Enhances Operations



Background

TeamLogic IT in West Denver is one of approximately 300 TeamLogic franchises providing managed IT services to small and medium-sized businesses across industries, including law firms, accounting firms, property management and HVAC companies. The regional team, serving the northwest Denver area, supports 20 clients and manages IT services for roughly 275 end users.

Industry

Managed Service Provider (MSP)

Employees

<10

Solutions

KeeperMSP®



The Challenge

TeamLogic IT in West Denver was founded with cybersecurity at its core. From day one, the team prioritized strong password practices to protect both internal credentials and sensitive client data.

Without a centralized solution, it was challenging to securely share login credentials among internal team members or with clients. As a managed service provider responsible for overseeing client systems and remote monitoring tools, the ability to manage and protect access was essential to prevent unauthorized access and maintain trust.

TeamLogic IT needed a solution that would support strong password generation, simplify secure sharing and provide administrative oversight across all accounts. They also wanted a tool that was intuitive and easy to deploy for both technical and non-technical users.

Password Management Practices - Before TeamLogic IT took over IT services, many clients stored and shared passwords through insecure methods like Excel documents, PDFs or even physical index cards. Weak, reused passwords were common, including short, easily hackable ones. Passwords were also sent via email, creating major vulnerabilities.

Limited Visibility and Access Control - Prior to adopting Keeper, many of TeamLogic IT's clients struggled to manage credentials when employees left or roles changed. Passwords were stored in static documents or shared informally, making it difficult to track or revoke access. With Keeper, the IT team can now provision or revoke access as needed, which ensures passwords are never tied to a single user or locked inside insecure files. This improves operational efficiency and reduces the risk of lingering access vulnerabilities during onboarding or offboarding.

Keeper made it easy to roll out strong security practices to our clients. Sharing passwords securely, generating them automatically — it's all built in.

Danny Ramey, CTO and Co-Owner

The Keeper Solution

TeamLogic IT selected Keeper after identifying security concerns with alternative solutions. Keeper's [zero-trust and zero-knowledge architecture](#), combined with strong password generation, secure sharing capabilities and comprehensive administrative controls, gave the team the confidence they needed to protect both internal and client credentials.

Granular Access Control - Keeper's [Role-Based Access Controls \(RBAC\)](#) allow administrators to define fine-grained permissions at the vault, folder and record levels. Through delegated administration, IT leaders can assign administrative duties without granting full platform access, streamlining internal operations while maintaining strict security boundaries.

Centralized Admin Console - KeeperMSP has a centralized, multi-tenant admin console built for MSPs to seamlessly manage customers in a streamlined way. MSPs can select a plan and add-ons, then launch an independent admin console to manage their customers without paying for licenses in the customer instance.

User Adoption and Training - Keeper was deployed internally at the company's founding, and onboarding was quick and intuitive. The team used Keeper's ["getting started" documentation](#) and found the admin console easy to work with. The intuitive user interface and streamlined default settings made it possible to launch quickly without barriers.

By implementing Keeper across its own team and extending it to clients, TeamLogic IT improved password hygiene, streamlined credential access and eliminated insecure practices. The One-Time Share feature, in particular, allowed technicians to securely send credentials to clients without relying on encrypted email or resending login details after every change.

Consumption Billing - KeeperMSP offers flexible, usage-based billing in arrears, enabling MSPs to scale easily and meet both their own needs and those of their customers. While other MSP solutions bill upfront before licenses are allocated to users, Keeper's consumption billing model is designed to scale with your MSP business as you add individual managed companies and their users.

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 GovRAMP Authorized.

Organization Impact

Keeper eliminates insecure password management practices for TeamLogic IT and replaces them with modern, secure credential management. The organization now centralizes control over internal and client passwords, and users benefit from secure, easy access without friction. The ability to update credentials and automatically share changes across teams has transformed client operations.

Stronger Security and Compliance - Clients who previously relied on writing down passwords, shared spreadsheets or PDF files for password storage now use the Keeper Vault to store and generate strong passwords. [MFA](#) is embedded into records for an added level of security, and credentials can be shared often and without exposure.

Streamlined Onboarding and Offboarding - Keeper makes it easy for TeamLogic IT to manage access when onboarding or offboarding employees, both internally and for clients. Passwords no longer have to be reset and redistributed manually, saving time and improving control.

Keeper was straightforward to get up and running. The admin console is powerful, and the defaults are well thought out.

Danny Ramey, CTO and Co-Owner

Keeper supports [automated user provisioning](#) through SCIM, Azure AD and Keeper's AD Bridge, making it easy to onboard and offboard users across both internal teams and client organizations. These integrations help reduce manual overhead and ensure immediate access revocation when needed.

Dark Web Monitoring at Scale - Keeper's [BreachWatch®](#) proactively monitors the dark web for compromised credentials and immediately notifies users and administrators of exposures. This real-time detection capability helps prevent lateral movement attacks and reinforces password hygiene across end users — a critical feature for MSPs managing diverse client environments.

User Adoption and Seamless Collaboration - Keeper's intuitive design and ease of use have driven high adoption internally and with clients. The browser extension makes credential access seamless and simplifies day-to-day operations. For TeamLogic IT leadership, Keeper is a highly important part of the client conversation to ensure that all managed companies are following cybersecurity best practices.

Keeper is one of the easiest parts of our security package. Clients love how simple it is to use — and that makes us easier to work with.

Mike Treiser, CEO and Co-owner



Benefits of MSP Password Management

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 is intuitive and easy to deploy, regardless of business size. Keeper integrates with Active Directory and LDAP servers, which streamline provisioning and onboarding. [Keeper SSO Connect®](#) integrates with existing SSO solutions and is FedRAMP 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 to integrate into current and future systems.

Why you need [KeeperMSP](#) for your business:

- 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
- Minimize training with fast time-to-security
- Improve employee security awareness and behavior

Protect your MSP with Keeper

To learn more about how Keeper can protect your business with an easy-to-use platform for identity and access management, [contact our sales team](#) for a free trial or demo.

About Keeper

Keeper Security is transforming cybersecurity for millions of individuals and thousands of organizations globally. Built with end-to-end encryption, Keeper's intuitive cybersecurity platform is trusted by Fortune 100 companies to protect every user, on every device, in every location. Our patented zero-trust and zero-knowledge privileged access management solution unifies enterprise password, secrets and connections management with zero-trust network access, endpoint privilege management and remote browser isolation. By combining these critical identity and access management components into a single cloud-based solution, Keeper delivers unparalleled visibility, security and control while ensuring compliance and audit requirements are met. Learn how Keeper can defend your organization against today's 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