

LastPass... |

Case Study: EpiOn



EPION

“We’ve partnered with LastPass for nearly two years now and feel very safe and secure in our relationship.”

Don Viar, Managing Partner and CEO at EpiOn



Challenge

EpiOn, is a Tennessee based organization that delivers IT Management to help businesses improve productivity and lower risk. As a Managed Service Provider (MSP), they build a structured process that helps organization's to operate safely on a day-to-day basis. A password manager is a core component of their offering as an MSP. Don Viar, Managing Partner at EpiOn comments: *"We align with The Centre for Internet Security's standards and password management is a core recommendation, browser-based password managers are weak, and we set fairly complex requirements for credentials, so we needed a strong and robust tool as part of our package."*

As they assessed the market, they recognized LastPass's impact in the market as an industry-leader. Don Viar adds, *"We wanted to partner with a multi-tenanted and robust tool, and LastPass was the clear frontrunner."*

EpiOn chose to partner exclusively with LastPass and further invested in the password management solution themselves as they sought to strengthen their organization's resilience with improved password hygiene through delivering a safe format for employees to access their client portals, and safely share password. They were further enticed by the opportunity to deliver a passwordless experience, not only within their team but to their customers.



Solution

The LastPass Password Generator helps the staff at EpiOn to create randomized credentials based on the parameters set by administrators. Don comments, *"The standard for passwords becomes more and more complex with each passing day, it's a lot for the average end-user to remember, so we do our best to make everything as easy as possible for them."* LastPass helps the EpiOn team and their end-users to instantly develop complex passwords that have a minimum of twelve characters and include numbers, symbols, and special characters. Through generating unique passwords with ease, it further eliminates password reuse and improves the team's password hygiene.

The Shared Folders feature is designed so teams can collaborate safely. Shared Folders allows the team at EpiOn to share only the exact passwords, notes, and files they want to share with the right people. As these items are encrypted at the user's device through 256-bit AES encryption, it allows for secure collaboration across teams. EpiOn can also manage access and sharing settings: hide passwords from specific people, set folder access permissions to read-only, and more. Don comments, *"The average user has to manage over 100 accounts. With LastPass, the combination of Shared Folders and the Password Generator allows to us to develop a safe and secure method to provision access, whilst aligning with governance requests."*

To further eliminate password pains, EpiOn enabled Workstation MFA (WSMFA) across their organization, which allows them to replace the initial log-in process to work devices with a simple authentication prompt, streamlining the end-user experience. The LastPass multi-factor authentication (MFA) tool further permits them to utilise biometric authentication to access their work devices. EpiOn employees can then trigger a passwordless experience with the ability to use authentication prompts, in place of credentials. This further strengthens their resilience, as it utilizes the devices they trust, biometrics, or any FIDO2-certified authenticators.





Results

Since implementing the password management tool two years ago within their organization, EpiOn have attained 100% adoption of LastPass across their business due to their diligent approach to cybersecurity. Don highlights, *"We know that as an MSP, we're always a target, so we align internally with the CIS standards and our own teams' credentials are the highest of importance."*

LastPass's administrative dashboard and the insight it shares on an individual user's password hygiene has also become an instrumental component of EpiOn's own business practise. As an MSP, they created a bespoke metric to help assess the individual security grade of employees for end-users to help identify gaps within their respective organizations. The LastPass security score feeds into this metric and is now a key component in measuring the security hygiene of the end-user staffs.

WSMFA has also been a big hit with the EpiOn staff, and a feature Don is eager to deploy across their customer base. He comments, *"Our team is using the authentication app all*

"With the inclusion of Workstation Multi-Factor Authentication and the passwordless experience it delivers, we anticipate end-user adoption to reach 100%!"

day as their point of access to their work device and beyond, they are happier and less frustrated, as the process is seamless. To us, this is the future, we've seen clients asking for a solution like this and we expect that it will soon become the standard."

Don further comments on EpiOn's relationship with LastPass, *"We've had a really positive experience with LastPass, and with the inclusion of Workstation Multi-Factor Authentication, our satisfaction has only increased. We've had nothing but success during our deployment and collaboration with LastPass, and we always have a great time working with their team."*

Learn how EpiOn increased their password security using LastPass.

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