

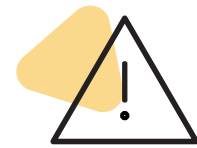
LastPass... |

Case Study: Handshakes



 Handshakes

“LastPass has become an integral part of our company’s culture and even our language. We hear it often in our offices being used as a verb, as it helps us to safely complete tasks.”
Kenneth Ham

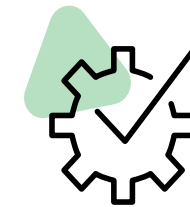


Challenge

Handshakes is an award-winning DataTech company founded in 2011 that enables businesses to make informed decisions through delivering meaningful insights from reliable data. They are currently located in six cities, including Singapore, Australia and Taiwan, and have partnered with organizations such as Microsoft.

With anticipated growth in a rapidly evolving landscape, Kenneth Ham, Chief Technology Officer at Handshakes, sought a password management tool that could help the organization improve their password hygiene. With cybersecurity threats such as ransomware attacks and phishing attempts on the increase, Kenneth recognized the importance of secure passwords and their role in safeguarding personally identifiable information (PII).

Kenneth comments: *"As soon as we recognized the risks that poor password hygiene presented to our business, I knew immediately that a password manager with a zero-trust environment was the solution to our problems."*



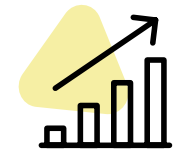
Solution

LastPass quickly became the prime contender as Handshakes customers and partners had already advocated on its behalf. When working with customers, they discovered the benefits of utilizing LastPass to operate safely through features such as password sharing and shared folders. As Kenneth further investigated the market, he realized that with its diverse functionality including 100+ customizable policies, a zero-knowledge encryption infrastructure and industry compliance (SOC2, SOC3, C5, ISO27001, and GDPR), LastPass would adequately meet their needs.

Handshakes immediately enabled policies such as the password generator, password sharing with restricted external access, and dark web monitoring alerts. Their aim was to improve password hygiene by encouraging employees to make LastPass the sole hub for key credentials, to eliminate password reuse and discourage sensitive data being shared on servers via messages or emails.

"With LastPass, password hygiene has become second nature to our team."





Results

Handshakes can comfortably demonstrate their commitment to safeguarding PII to customers and partners with LastPass, as its product infrastructure is regularly audited and has met multiple third-party security compliance standards. The zero-knowledge architecture is designed to make sure that no one has access to your password, or the data stored in your vault, with encryption exclusively occurring at the device. Kenneth notes: *"Neither LastPass nor any internal admins can access an individual's vault and I think that's really important, a zero-trust environment is crucial and allows our team to confidently adopt the product."* This was a necessity for the Handshakes development team as they enabled the password sharing functionality to share and monitor access to the production environment.

After their deployment, Handshakes began educating their team on cybersecurity to highlight weaknesses and the role a password manager plays in minimizing risks. The simple and easy to use interface was an instant hit, with employees comfortably adopting LastPass to manage passwords in their day to day lives. LastPass has become an integral part of Handshakes culture;

the solution has become part of their vocabulary, used often in conversations by colleagues as they safely collaborate.

The IT team have obtained better visibility through the admin console, which lets them federate user logins, enable dark web monitoring and produce admin security reports to identify any gaps or areas for improvement. By monitoring the employee's security score on a daily basis, they've eliminated the risk of weak, reused, or compromised passwords and mitigated any potential cybersecurity attacks. LastPass's seamless integration with Microsoft Azure also allowed for Handshakes to adopt SSO (Single Sign-On) and delivered the optimal user experience for employees when managing their password logins.

Kenneth notes: *"Our team has discovered that with LastPass, it's only a few simple clicks to get what you need. We're absolutely delighted and would recommend it for all businesses as it truly protects your team and makes cybersecurity simple."*

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