"With passwords changing monthly or quarterly, accounts would get locked after too many incorrect tries, then we'd have to go in to help the employee and it'd be a 45-minute call with an insurance company to reset it. It was just a major inefficiency."

Ryan Moniz
Director of IT, Anderson Insurance Associates

⚠ Challenge

Representing some 100 insurance providers to service their clients, Anderson Insurance Associates has to track hundreds of accounts and passwords to keep operations running smoothly. **Logging employees into those accounts, quickly and with minimal interruption to their workflow, is essential to the team's success.**

The company had been letting employees manage passwords on their own, which resulted in security risks as passwords were written down on note pads or stored in documents on computer desktops. Mandatory password resets every month or quarter further slowed down the team, with frequent account lockouts due to password confusion.

**AⓉA
ANDERSON
INSURANCE ASSOCIATES**

Anderson Insurance Associates is a Charleston-based insurance agency committed to providing high quality personal, business, life and health insurance since 1981.
aiasc.com

⚙ Solution

To manage the hundreds of service provider accounts, Anderson Insurance Associates chose LastPass, a comprehensive password management solution that saves usernames and passwords in a digital vault while automating the login process for all websites. LastPass also automates routine IT tasks, like onboarding and offboarding users as well as shared account provisioning and password resets, without interrupting employees.

With LastPass, Anderson Insurance Associates can provide every employee with their own LastPass vault, giving each employee the appropriate level of access to the tools they need to streamline their workflow. And with Shared Folders, employees can securely share credentials among team members. Each employee has on average 50 logins synced through Shared Folders, in addition to another 50 or so logins stored in their vault for their use only.

Additionally, LastPass facilitates management of employees working off-site, allowing the IT team to easily support remote team members.

📈 Results

Greater productivity	**Improved security**	**Secure password sharing**

Anderson Insurance Associates deployed LastPass within two hours and after a month the entire organization had integrated the product into their daily workflow. **Employees can now quickly change passwords when they have a mandatory password reset and don't have to worry about remembering** that password, which has significantly reduced the burden on IT. The IT team is able to enforce the company's password policies and has direct insight into the company's password security at all levels.

Learn more
Find out more about LastPass Business

Contact us
Request a demo