LastPass •••|

Case Study: Litmos

litmos

"The beauty of LastPass is that it rolls out clean. It's easy to support and has an intuitive interface that makes adoption seamless."

Dayle Alsbury, Vice President of Cybersecurity
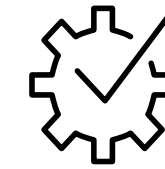
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Challenge

Established in 2007, Litmos offers an easy-to-use learning management solution with comprehensive content libraries. Their solutions are used by more than 20 million people in 150 countries, across 35 languages to create and connect learning content to employees, partners and customers.

With over 250 employees, Litmos took an opportunity in 2022 to review their existing technology stack and identify if there were any tools they needed to further support their global workforce to operate safely, as they became a remote-only organization. Dayle Alsbury, Vice President of Cybersecurity at Litmos, has worked in cybersecurity for over twenty years. Having been well-versed in recognizing the impact of malware, ransomware and phishing attacks, Dayle sought a cloud-based password management tool, that could be deployed easily across the business to enhance the team's password hygiene and security.

Dayle notes: *"We absolutely wanted to protect our staff and customers. All data is sensitive and it's important we continuously take measures to protect it which is why we invested in LastPass. We needed a scalable password management tool that was well-equipped to support our organization."*

Solution

With a remote workforce that's literate in cloud-based technology, Litmos chose LastPass for its ability to provide each individual with their own vault, as well as the solution's overall ease of use and scalability.

The LastPass password vault is a safe hub and repository for everything that staff would like saved including passwords, secure notes, and credit card information. Sites can be imported or inserted manually. With the browser extension, LastPass can automatically capture account passwords as you enter them on every website to further streamline the experience. Dayle adds: *"For Litmos staff, LastPass addressed our password vaulting needs."*

To aid deployment and adoption, it was key for Litmos that LastPass would be an easy tool to use. With the browser extension, password vault, multi-platform access and secure sharing functionality, LastPass is designed to make generating, maintaining and sharing passwords easy-to-use for the entire team. Dayle notes: *"A lot of enterprise solutions can be cumbersome to adopt and manage, with LastPass we don't have that problem. It's a portable, easy to use, low cost tool that just really meets all of our needs."*

Litmos invested in the LastPass Identity Suite including Added Single-Sign On (SSO) and Multi-factor Authentication (MFA). With the complete suite of solutions, they've ensured visibility and security to every user and access point, with an extensive SSO catalog readily available, as well as MFA factors that include biometric authentication, passcodes, and voice recognition.

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Results

Litmos had a seamless deployment experience with LastPass and attained high adoption. Dayle's team keenly tracks their security score to ensure the solution is being appropriately used and cross-checks them with their simulated phishing programs. This helps to identify vulnerable staff members that are susceptible to cybersecurity attacks and also have poor password hygiene. It then allows Litmos to provide targeted assistance to these individuals to increase their awareness and education, it further demonstrates to them how LastPass can help to protect them in future.

Litmos further encourage the team to capitalize on password sharing. Password sharing with LastPass is quick and convenient, and keeps everyone up-to-date with the latest changes. It is often used at the team level at Litmos, but also across teams that are matrixed across departments.

To obtain further understanding on how to improve their password hygiene and fortify their cybersecurity infrastructure, Litmos also invested in professional services with

"With LastPass, there's no clutter or jumble, our users can simply find whatever they need."

LastPass. The LastPass Business Service Package is crafted for customers with 30 hours of professional services and includes best practices for password management and configuration for federated login. The Litmos team thoroughly relished the experience and gained invaluable insight. Dayle comments: " *The LastPass team has been responsive and flexible throughout our experience, especially within our training sessions where they truly went above and beyond in their delivery. The feedback from our wider team was really positive."*

Learn how Litmos increased their password security using LastPass.

Get in Touch

LastPass.com