

LastPass... |

Case Study: Metcor Environmental



"Once everyone understood the impact of LastPass in keeping us safe, they were all immediately onboard."
Giuseppe Ofori, IT Engineer

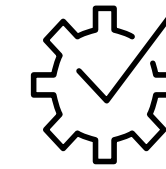


Challenge

Metcor Environmental is one of the UK's leading commercial drainage, plumbing and pump engineering firm. With longstanding relationships with high profile businesses in the UK and multiple awards for their service under their belt, their service is based on highly detailed planned maintenance to a range of properties across the UK, including retail parks, industrial estates, high-rise offices, hospitals, hotels and restaurants.

Giusseppe Ofori, IT Engineer at Metcor Environmental, spent most of his career operating within the managed service space, regularly working with 400 different companies across varied platforms with unique requirements. At Metcor Environmental, they operate through a customer portal to manage services, provide quotes and evaluate requirements for requested jobs. They have up to twenty different portals with up to twenty people requiring access to each portal. Their initial solution was to create an individual password for each user however this was not possible due to bandwidth of the portal, so they sought an alternative method to share access to their portal in a safe and collaborative format.

Giusseppe was a long-term LastPass premium customer and had often used it's one-to-one and one-to-many passwords sharing functionality. He began further investigating the features of LastPass Business to identify whether their password sharing feature could remedy the challenge their organization faced.



Solution

Metcor Environmental chose LastPass as their password management solution to enable safe password sharing across their workforce. They further noted value with its federated integration capability and easy-to-use interface that led to employees improving their password hygiene both personally and professionally.

With password sharing, Giusseppe was able to generate lengthy and robust credentials that are replenished on a regular basis for each customer portal, simultaneously streamlining accessibility and safety across their teams. With customized permissions, Metcor Environmental can share accounts without sharing passwords, and without losing accountability. They can hide passwords on a folder, group, or individual basis, whilst also restricting access at the site level, per user, even within the same Shared Folder.

Federated integration with Microsoft Windows further eliminates the need of manually accessing LastPass, as it will concurrently launch whenever staff access their Microsoft accounts and can provision users with appropriate credentials when needed. It further eliminates the need of entering their master password repeatedly. With LastPass, Metcor Environmental can automate the deployment of passwords by integrating Shared Folders with their active directory, simplifying the onboarding process for new joiners. It also restricts access for users when they are no longer an employee.





“LastPass streamlines safe collaboration for Metcor Environmental and keeps us accountable with their password sharing functionality.”

Giuseppe highlights: *“The team all understand how to utilize LastPass and since we shared it across the company, there’s been significantly less password reset requests come through.”*



Results

Since their investment in LastPass, Metcor Environmental has been able to collaborate safely via simplifying access to their customer portals across their organization. As a cloud-based solution, LastPass accommodates their hybrid workforce effortlessly. Employees across their offices near London and Greater Manchester can safely access the portal as they work both within the office and remotely, through LastPass’s Shared Folders and Password Sharing features. This reduces their risks significantly as passwords are not being shared on messaging apps within workplace applications or scrawled on post-it’s within the office. The reporting log provides transparency for Giuseppe as it records user access, so he’s able to trace activity back to employees, ensuring a degree of accountability across the team.

Learn how Metcor Environmental increased their password security using LastPass.

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