@ keeper

Thomson Reuters' Answer to Managing Passwords, Digital Certificates and Keys

As a leading multinational mass media and information firm, Thomson Reuters takes data security as a top priority. The company employs multiple layers of digital and physical security and stays on top of the latest trends and best practices. The DevOps team plays an important role in ensuring the data security of the company. Preston Scheuneman is a DevOps Engineer in Thomson Reuters' Tax & Accounting division. His DevOps team has over 20 members across the United States, India, Canada and Argentina.

However, it was a hassle for the team to store and share passwords and credentials among the distributed team members securely. Like other IT organizations, the team manages a mass amount of digital certificates and keys which they rely heavily on to access critical systems. Also, given the fact that cyberattacks are a daily occurrence and cybercriminals are specifically targeting tax and accounting firms at increasing rates, Preston's DevOps team continually faces challenges managing a complex IT infrastructure. Hence, maintaining productivity growth without sacrificing security is one of their priorities.

Keeper Excelled with Deployment Options and Immediate Access to Shared Records

The DevOps team had tried various solutions, but they were not satisfied with any of those. "At first, some team members used spreadsheets to store passwords, which definitely wasn't a secure way," said Preston. "Our team also tried Password Agent, but from an admin perspective, it doesn't allow password sharing and checking record changes."

Thomson Reuters needed a cloud-based password management solution that can:

1. Prevent employees from managing their passwords with spreadsheets and sticky notes

2. Share passwords and non-password credentials across teams in a secure way

3. Maintain an audit trail of record changes and access

Preston and the team evaluated 3 password management solutions in the market, including Keeper, LastPass and Dashlane. After learning about Keeper's robust enterprise capabilities through a live demo and free trial, Preston became convinced that it was the best fit for his team's needs.

Keeper stood out from the competition from the very beginning on a critical component to deployment, importing passwords. Keeper allows users to import passwords from .csv, web browsers or other password management applications. "We needed to import over 800 passwords at that time. The onboarding process in Keeper is very intuitive. I imported all the passwords right away," said Preston. "We also tried Dashlane. But it had technical issues so we couldn't import in bulk."

Preston was also impressed by Keeper on how easy it is to share records with the team and the immediate access to the shared records. "When I share a record with my team, they can start to use it immediately. LastPass would take 8 hours to sync," said Preston. As a cloud-based solution, Keeper utilizes Amazon AWS to host and operate the encrypted digital vaults. You can securely create, share and manage both individual records and encrypted folders across teams with Keeper.

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At A Glance

- The world's leading source of news and information for professional markets

- Provides professionals the intelligence, technology and human expertise they need to find trusted answers

- The business has operated in more than 100 countries for more than 100 years

Key Challenges

- Prevent employees from managing their passwords with spreadsheets and sticky notes

- Unable to share passwords and non-password credentials across teams in a secure way

- Inability to maintain an audit trail of record changes and access

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Designed for IT Admins and DevOps: Custom Fields and Non-Password Use Cases

For IT admins and DevOps engineers, managing digital certificates and keys is just as important as managing passwords. Different from other password management solutions that are only designed for web password credentials, Keeper stores all of your private keys, digital certificates, access keys, API keys and other secret data in a digital vault with 256-bit AES encryption. Also, Custom Fields is a powerful feature to saves information into your Keeper vault without being forced into using a predefined template.

Preston said that "Keeper allows me to create records with dummy URL, non-web passwords and notes. However, LastPass treats everything like web credentials, and I couldn't import custom notes into Dashlane."

Auditing, Reporting and Analytics: Improve Password Awareness and Behavior

Most businesses have limited visibility into the password practices of their employees which greatly increases cyber risk. Password hygiene cannot be improved without critical information regarding password usage and compliance. Keeper solves this by providing comprehensive password reporting, auditing, analytics and notifications. What Preston also found valuable is that Keeper provides audit logs complete with timestamps and filters to enable rapid searches for anomalies, bad behavior or forensics.

Since deploying Keeper, the DevOps team in Thomson Reuters has experienced a significant increase in productivity and improved visibility across teams. "First of all, it's super easy to generate and use complex passwords with Keeper. Also, using Keeper has made it easier and quicker to access my own passwords as well as our shared team passwords on all my devices from one place," said Preston. "Sharing passwords with different teams using Keeper has been a vast improvement over the past. Now it's in one place, properly secured and easy to use."

Keeper's Solution

- Cloud-based solution
- Modifiable (custom) record fields
- Non-password credentials and file storage
- Bulk import
- Team sharing
- Auditing

Results

Increased productivity

Using Keeper has made it easier and quicker to access my own passwords as well as our shared team passwords on all my devices from one place.

Improved Visibility Across Teams

Sharing passwords with different teams via Keeper has been a vast improvement over the past. Now it's in one place, properly secured and easy to use.

Improve Password Hygiene

It's super easy to generate and use complex passwords with Keeper.

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