# LastPass •••|

Case Study:
Marble Box

"LastPass is integral to our business. It's a time-saving solution that is easily accessible and incredibly user-friendly. As a managed services provider, we can allow customers access without sharing a single credential which from a security perspective is incredible."

Anil Gupta - IT Operations Manager, Marble Box

MARBLE BOX
we build

LastPass ••• |
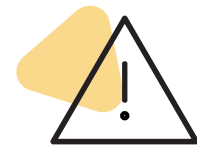
Challenge

Headquartered in Chicago, Marble Box is designed to enable independent insurance companies to thrive by managing operational services that are critical to business success. Through handling processes from accounting to new business support, Marble Box enables over 140 clients to focus on customer experience and growth.

With over 20 years in business, Marble Box recognised early the importance of investing in security and password encryption. As an end-to-end service provider, maintaining the security and sovereignty of Marble Box clients' data was paramount for IT Operations Manager, Anil Gupta.

"Data security is vital to our company, as a managed services provider, we must retain credentials for customers and their systems, as well as provide easy access to them, so we needed a secure repository to do that."
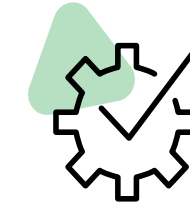
Solution

When seeking out an Enterprise Password Management solution, Gupta was looking for a tool that is easy to use and would improve their security and access to passwords. *"Our teams work on the back-end for insurance companies to help them streamline their administrative duties and deliver. They work closely with customers to ensure data is accurately recorded."* Gupta explains: *"LastPass is an essential tool within our business, it makes it possible to maintain secure access of credentials and limits access to passwords or sensitive data."*

With 700+ people working in operations handling sensitive data on a daily basis, the security of credentials was paramount. *"Through the password sharing feature, being able to control visibility of the credentials required for access is also a key feature for the organization. Passwords remain encrypted and hidden which means all risks are minimized,"* adds Gupta.

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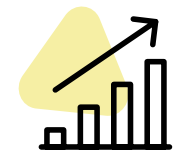
Results

Since their seamless deployment in 2013, LastPass has continually delivered benefits to Marble Box that have enhanced their security and improved workflows.

Gupta highlights LastPass's multi-factor authentication (MFA) feature as it further strengthened their security infrastructure, as well as the reporting capabilities that offer value and insight. *"MFA is very useful in ensuring the right people have the right access. Reporting further enables us to determine who accessed what systems, and when, ensuring that enterprises can identify whether everyone who has used the system has the appropriate level of access."*

Gupta praises the efforts of the LastPass product team: *"The overall experience we've had with LastPass has been phenomenal, particularly their innovative product development cycle. We requested to add credit card autofill and credential saving to our portfolio and it was deployed instantly and through consistently adapting their product, it is clear why they remain leaders within the market."*

> **"The efficiency of having any queries or cases resolved within minutes further allows us to confidently proceed with business, knowing that LastPass have our back."**

"We really enjoy LastPass as a solution for its secure access which is why we recommend it to all our customers," concludes Gupta. *"I push all of our users to invest in LastPass, mainly due to the simplicity of its interface, it's very user-friendly. Combined with the support of their team, it's an essential asset that all managed service providers need in their toolkit."*

Learn how Marble Box increased their password security using LastPass.

Get in Touch

LastPass.com