LastPass ●●●|

Case Study:
Surf Life Saving

"With over a hundred thousand members, it's key that we put measures in place to protect all sensitive data within our organization."

Scott Randall, ICT Manager

Challenge

Established in 1907, Surf Life Saving Australia (SLSA) is Australia's peak coastal water safety, drowning prevention, and rescue authority. They have over 168,823 volunteer members and 311 affiliated Surf Life Saving Clubs. They represent the largest volunteer movement of its kind in Australia and have saved over 650,000 lives. SLSA are a unique not-for-profit community cause, that exists through community donations, fundraising, corporate sponsorship, and government grants.

Scott Randall, ICT Manager at SLSA joined the organization in 2020 and was alarmed by high profile industry cyberattacks that had occurred across Australia. For Scott, improving cybersecurity at SLSA was essential, so he began evaluating the components needed to build a robust cybersecurity infrastructure. When first utilizing password management solutions as a personal user, Scott favored LastPass due to its user-friendly interface and remained an avid user since 2015. At a previous organization, he had personally witnessed how LastPass Business had mitigated the fallout from a compromised social media account within their public relations team.

It was clear that SLSA needed a cloud-based password management solution with a zero-knowledge infrastructure to be secure, and LastPass fit the bill.
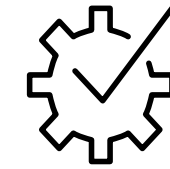
Solution

SLSA first began using LastPass within their technical integrations team but have since expanded to use it across their entire organization. For Scott, securing all staff members with a password vault was key to making sure there was no loose ends across the business.

SLSA wanted a cloud-based solution to accommodate their business, so employees were able to gain access from anywhere, at any time. As a cloud-based password manager, LastPass allows the team to store login credentials in an online repository, which can be accessed from any device. The employees can access their password manager using a web browser or application and use it to store and manage their login credentials for their online accounts. Randall comments: *"The cloud-based infrastructure really accommodates our workforce and I'm able to provision and revoke access to accounts instantly, which is fantastic."*

SLSA commends LastPass's zero-knowledge security model and considers it a key driver for their investment. LastPass is designed to keep sensitive data safe using a local-only security model. Encryption with 256-bit AES happens exclusively at the device level before syncing to LastPass for safe storage, so only users can decrypt their data. Randall adds: *"Everything is encrypted, you can't get much safer than that."*

With Families-as-a-Benefit (FAAB) all SLSA employees can also invite up to five additional family members or friends to join their LastPass Families account, granting each person their own unique LastPass account where they can store personal passwords and specify those meant for sharing with others, while keeping the rest private.

LastPass •••|

Results

As SLSA deployed LastPass, the password management tool became key to their team's daily operations. Shared folders were used to store credentials within departments and to safely deploy credentials. Scott adds: *"With LastPass, there's now an easy password recovery process and we're able to track password usage, and tie activity back to users."* The browser extension also adds value across their team as it captures account usernames and credentials instantly, helping them to easily store passwords in their individual vaults.

With LastPass, SLSA paved the groundwork for cybersecurity within their organization. They've since invested further in their security tech stack and added simulated phishing programs to bolster the team's awareness and education. By boosting awareness, they're able to support the team in understanding the role a password manager plays in keeping them safe.

LastPass's federated integration with Microsoft means SLSA employees are able to launch their vault' whenever they log in to their corporate accounts to make onboarding

"I hope that with our investment, the SLSA team can actually appreciate the opportunity we have, not just to keep the organization secure, but in managing our own personal security."

and usage easier for employees. To add robustness, they've integrated LastPass with Microsoft's multi-factor authentication tool, so employees are prompted with codes for end-user validation, which adds a layer of protection.

Scott adds: *"I have had zero negative feedback from the team since we've deployed it across the business, which says a lot about how easy LastPass is to install and use."*

Learn how Surf Life Saving increased their password security using LastPass.

Get in Touch

LastPass.com