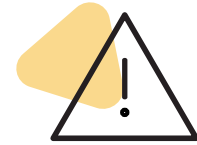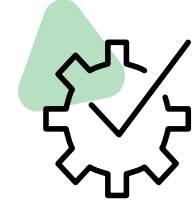# LastPass ●●●|

Case Study: HOLT CAT

HOLT CAT

"LastPass keeps you proactive instead of reactive which is why we recommend it. If you're reactive, you're losing."
Tony Ledbetter

⚠ Challenge

Founded in 1933, HOLT CAT is the authorized Caterpillar® heavy equipment and engine dealer for 118 counties in Texas. Tony Ledbetter was the first security employee at HOLT CAT and as Senior IT Security Manager was tasked to build a cybersecurity strategy from the ground up. A pressing issue he observed was compromised accounts due to poor housekeeping. He recognized that employees are easily tempted to reuse the same childhood passwords across multiple sites and not aware of the ramifications it can have. *"If one account gets compromised, then all their accounts could be at risk, so we needed a solution that enabled our team to practice better password hygiene, but as we operate on a commitment-based culture, it had to offer a seamless and easy user experience to get their buy-in,"* notes Tony. HOLT CAT's commitment-based culture focuses on ensuring their team has shared goals, values and behaviours, and permits staff with the freedom to choose and adopt solutions that help everyone work as a team.

With over 350 applications, they sought a tool that could monitor password hygiene, permit for single sign-on (SSO) to be functionally embedded for their existing provider, and support the business in navigating upcoming acquisitions.

✓⚙ Solution

When it was time to select a password manager, Tony chose to pursue his existing relationship with LastPass after being a personal user for eight years. He remarks: *"As a long-term user, I felt LastPass was the only viable candidate and was thrilled at the prospect of expanding my relationship with them and showcasing it to our team. The Friends and Family benefit was fantastic too and demonstrates their investment in keeping customers safe. It's something we now advertise as a company-wide benefit."* LastPass' Families as a Benefit provides a complementary Families account for all employees to ensure users (and five additional members of their choice) can stay safe both at work and home.

HOLT CAT chose LastPass as it integrated effortlessly with Microsoft's Azure directory to simplify their employee's user experience whilst adopting cybersecurity organically. *"With over 350 applications for a team of 3500+ employees, our risk of exposure was high and in order to comfortably enable SSO, LastPass was a vital investment as it confirms every access point and login is protected,"* adds Tony. Emily Stieglitz, IT Systems Security Specialist at HOLT CAT, comments: *"We were most excited to share the password generator and the save and autofill feature, as it mitigates the risk of password re-use and gives employees an easy and quick user experience".* Tony recognizes that the feedback from the team has been overwhelmingly positive, with staff expressing that they wished they knew beforehand how easy password managers are to adopt and utilize.

As an Enterprise user, HOLT CAT has access to powerful admin controls with 100+ customizable policies in their LastPass toolkit. Emily recognizes: *"One of the first policies we utilized was the admin levels feature to create break glass accounts that act as Super Admins, separate from myself or Tony's LastPass accounts".* HOLT CAT therefore ensured administrative access is not tied to a user's individual account and can be accessed only in case of an emergency so teams can comfortably use shared folders.

With HOLT CAT pursuing frequent acquisitions, email permissions are a priority to ensure admins can manage accounts seamlessly to accommodate diverse organizational structures. As they regularly have new users join their company from subsidiaries, they appreciate being able to simply enable email addresses for permitted employees to retain their LastPass account. LastPass's Dark Web Monitoring policy further aids employees in protecting their information and preventing data leaks. *"I love the Dark Web Monitoring policy and how it flags unresolved compromised data, so we can mitigate any risks personally and professionally,"* adds Tony.

**"I tried other password managers, but I always revert to LastPass purely because their functionality supersedes their competitors."
Tony Ledbetter**
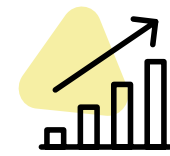
LastPass ●●●|

Results

After deployment, they began working with their marketing team to create educational webinars and competitions to engage users, and help them to realize the benefits of adopting LastPass. By showcasing the solution's ease of use and its diverse functionality, HOLT CAT were able to drive adoption organically with employees eagerly requesting access to accounts. In their first year, they successfully utilized all of their 2500 existing seats and have invested further. In their second year, they have a total of 3500 seats with 70% current adoption. They credit the effective uptake to the simplicity of LastPass and support from the Customer Success team. *" The results have been absolutely remarkable, we've reduced our risk significantly and have successfully prevented any password leaks from occurring this year. The LastPass team have been incredibly generous with their time, walking us through demos and educating us to make sure we felt completely supported,"* notes Tony.

Emily adds: *"My favorite thing about LastPass is that everything is just so easy. Even migrating personal passwords from my work account is a simple drag and drop process. Ensuring work accounts don't offer the same feature, just really showcases how LastPass's customized polices are designed to protect businesses".*

> **"With LastPass, it's like we're enlightening people and making a real difference to their lives, both professionally and personally."**
>
> **Tony Ledbetter**

Learn how HOLT CAT increased their password security using LastPass.

Get in Touch

LastPass.com