

## CASE STUDY

# Forsters LLP Secures Legal Operations with LastPass

### SOLVING PROBLEMS TOGETHER:

Forsters LLP Secures Legal Operations with LastPass

## Overview

Forsters LLP is a leading London law firm with over 500 employees, specializing in private client and commercial real estate. With a growing hybrid workforce and increasing security demands, the firm turned to LastPass to centralize password management, improve user experience, and embed security into the heart of its operations.



## The Challenge

Before adopting LastPass, Forsters LLP faced a fragmented and inconsistent approach to password management.

Different teams used different tools: some relied on KeePass (a free, open-source password manager), while others resorted to insecure methods like writing passwords on sticky notes. This lack of centralized control, visibility, and standardization posed a significant risk, especially in a legal environment where confidentiality is paramount.

The situation was further complicated by a period of high turnover within the IT team several years prior. With staff leaving and taking critical access credentials with them, the firm recognized the urgent need for a secure, centralized solution that could retain and manage passwords during times of organizational change.

**“We needed a corporate password management solution... it wasn’t consistent, centralized, or secure,”** said Neil Bell, InfoSec Manager at Forsters LLP. **“The risk of losing access to systems when people left the firm was high.”**

Additionally, the blurred lines between personal and professional technology use meant they needed a solution to support both work and home environments.

## The Solution

To address its security and operational challenges, Forsters LLP selected LastPass as its password management solution.

One of the standout features that influenced the decision was LastPass Families as a Benefit, which allowed employees to extend password management to their households at no additional cost. This was particularly valuable for senior lawyers, many of whom work across multiple devices and locations.

The firm also prioritized federated login and seamless integration with Azure Active Directory, ensuring that LastPass could be embedded directly into their identity and access management infrastructure.



# Implementation & Collaboration

As part of a broader Windows 11 rollout and laptop refresh initiative, Forsters LLP made LastPass a core component of every employee’s device setup. “We made a strategic decision to embed LastPass in all our devices. It’s now part of our OS build,” said Bell.

The LastPass team also worked closely with Forsters LLP internal IT staff, even hosting an on-site “LastPass Surgery” to support onboarding, troubleshoot issues, and optimize deployment.

“It wasn’t just about solving LastPass issues — it was about solving problems together,” Bell noted.

# Results

By centralizing password management, Forsters LLP has eliminated the inconsistencies and vulnerabilities that came with using disparate tools and manual methods.

Employees now benefit from a seamless experience across devices whether working on their Windows desktops or iOS mobile phones, thanks to the consistent LastPass interface and secure access controls.





LastPass has also become a foundational part of the firm’s broader security strategy: Forsters LLP has begun leveraging LastPass reporting features to track weak or compromised passwords and feed those insights back into its internal security awareness programs.

# Why Password Management Matters in Legal Services

Law firms are entrusted with their clients’ most sensitive information, including financial records, contracts, personal data, and confidential communications. In this environment, security isn’t optional, it’s foundational.

Legal professionals often use both personal and professional devices in their day-to-day. This makes secure, seamless access essential — not just for productivity, but for maintaining client trust and meeting compliance obligations.




## Now, with LastPass Forsters LLP can ensure:

-  **Confidentiality:** Centralized password control reduces the risk of data leaks.
-  **Continuity:** Passwords are retained securely during staff transitions.
-  **Compliance:** Strong password hygiene supports regulatory requirements.
-  **Convenience:** Lawyers can work securely from any device, anywhere.

“A law firm is a keeper of secrets. We have to be the safe pair of hands our clients expect,” said Bell.

“We’re embedding a leading password management solution into the center of our working lives... LastPass is an integral part of our continuous improvement process,” said Bell.

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