

CASE STUDY

Security That Grows with You: Jitasa's Risk-Free Path to Serving 1,600+ Clients



Overview

Jitasa, a global financial services firm serving nonprofits, faced a critical challenge: how to securely manage thousands of client credentials across a rapidly growing, fully remote workforce.

Jitasa's mission is to deliver Fortune 500-level services to nonprofits, without the Fortune 500 price tag. Every minute saved and every risk reduced helps them serve more clients, more effectively.

“We claw for every inch of efficiency to make sure that we can provide that level of service for nonprofits at a price that they can afford. The more efficient we are, the more we can maximize value for our clients.”

— Jon Osterburg, COO at Jitasa

With over 600 employees and 1,600 clients, Jitasa turned to LastPass to streamline password management, reduce risk, and build client trust, achieving 100% employee adoption of the platform in the process.

Challenge

Before LastPass, the Jitasa team relied on word documents and spreadsheets, stored in shared folders to manage credentials. These outdated methods created security vulnerabilities and operational inefficiencies, especially as the company scaled 30% year over year.

“It wasn't sustainable, and it wasn't secure.”
— Jon Osterburg, COO at Jitasa

As a 100% remote company hiring 150+ new employees annually, the leadership team at Jitasa quickly realized they needed a solution that was:

- Easy to onboard and use
- Secure enough to protect sensitive financial data
- Scalable across global teams
- Transparent for client audits and compliance

Solution

When Jitasa began evaluating password management solutions, they considered multiple vendors but quickly narrowed their options. Ultimately, LastPass stood out for:

- ↗ **A comprehensive feature set** tailored to team-based credential sharing
- 😊 **Ease of use** for new hires and non-technical staff
- 👁 **Transparent pricing** that fit Jitasa's budget
- 👥 **Availability for small and medium-sized businesses**, making enterprise-grade security accessible without enterprise-level costs

Jitasa implemented LastPass in February 2017 as a company-wide requirement. Every employee, from new hires to seasoned staff, uses LastPass to manage credentials across 12 internal tools and dozens of client systems.

Today, it's a non-negotiable part of the tech stack, used by every employee, every day. Every new hire is trained on the platform during onboarding, and it's seamlessly integrated into daily workflows.

“There's no such thing as not using LastPass at our company, it's a requirement for all staff. If someone has a question, they just ask a teammate. Everyone's an expert”
— Jon Osterburg, COO at Jitasa

Results

By eliminating manual password lookups and updates, Jitasa has reclaimed thousands of hours annually across its 600+ staff. Teams managing over 100 logins per client now update credentials once, with changes automatically syncing across users, saving time and reducing friction.

“The ability to share login information across the team is a critical use case for us. We have teams of five that all provide services to a single client, and so each person may need access to that information at some point in time. LastPass allows us to do that securely and makes it easy for our clients.”

— Jon Osterburg, COO at Jitasa

LastPass provides visibility into who accessed what, when, and from where, critical for maintaining client trust and meeting compliance standards. “We can tell clients exactly who logged in, when, and from where. That’s a huge confidence booster,” says Osterburg.

Additionally, Jitasa’s robust tech stack, including LastPass, is a key differentiator when speaking with prospective clients. It demonstrates a commitment to security and professionalism. “Who knows how many deals we’ve won because clients trust our tech stack. LastPass is a big part of that,” Osterburg adds.

Key Features Used

- **Shared folders and credential sharing:** Teams of five can access client systems without ever seeing the actual password.
- **Multifactor authentication:** Adds a critical layer of protection for sensitive financial platforms.
- **Chrome plugin:** Speeds up login workflows and reduces friction.
- **Password generator:** Encourages strong, unique passwords across the organization.
- **LastPass Families:** Offered as a free benefit to employees, extending security to their personal lives.

Impact Highlights

- **100% Employee Adoption** Every employee is trained on LastPass during onboarding. It’s embedded into daily workflows and supported by peer-to-peer knowledge sharing.
- **Thousands of Hours Saved** Teams managing up to 100 logins per client now update credentials once, automatically syncing across users. No more digging through documents or chasing down updates.
- **Improved Security and Audit Readiness** LastPass provides visibility into who accessed what, when. This transparency is critical for client trust and compliance.

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