

LastPass... |

Case Study: Iglu.com



"LastPass helps us to operate securely and keep our team safe as we build unique holiday experiences."

Matthew Compton, Head of IT Operations





Challenge

Founded in 1998, Iglu.com is the UK's largest independent agent of ski holidays and cruises.

With over 350 staff members working across Wimbledon and Portsmouth, they deliver exceptional holiday experiences for their customers. When Matthew Compton, Head of IT Operations at Iglu.com, joined the business, he sought a tool to further improve the team's password hygiene. As the business navigated acquisitions and growth, the organization adopted a hybrid approach to work where employees worked both remotely and in the office. Logins play a key role in Iglu.com's day-to-day online activity as they safeguard sensitive information held across multiple platforms and sites. For Matthew, it became a priority to gather a holistic view of the companies' credentials and to strengthen logins through improving the team's password hygiene.

Matthew comments: *"As a growing business, we needed a single source of truth to help us manage our credentials. I wanted something that gave me valuable administrative insight but was also super easy to use, which is why we chose LastPass."*



Solution

As Matthew investigated enterprise and business password managers, he immediately recognized LastPass as a market leader. With further research, he observed how LastPass simplifies password management for staff and enables businesses to improve their password hygiene with ease. LastPass Business integrates seamlessly with Microsoft Active Directory Federation Services (ADFS), Azure Active Directory, Okta, and Google Workspace. At Iglu.com, staff members are automatically provided with a LastPass account when they join the business, equipping them with a password generator that deploys robust and lengthy passwords they can instantly utilize as they set up their new accounts.

With LastPass Business, the Iglu.com team also receive LastPass' Families as a Benefit (FAAB), which provides a complementary Families account for all employees to ensure users and spouses, parents, friends — whoever they call family — can foster good password hygiene in their personal lives. Matthew notes: *"We're actively working towards becoming the best travel place to work, giving back to our team is important for us. With LastPass FAAB, it's a great value-add that we're able to offer our team to keep them safe outside at work."*

Being able to share passwords securely when reset was also a key feature that led to Iglu.com's investment in LastPass. The team wanted to leverage LastPass's shared folders functionality to safely collaborate and to provision access to logins, without having to reveal any credentials.



Results

Iglu.com deployed LastPass across their entire team with 100% adoption, as they strive to boost password hygiene across their entire business. Matthew notes: "Utilizing LastPass is something we want the entire team to adopt within their day-to-day role." As Iglu.com works toward attaining accreditation by The Centre of Internet Security (CIS) LastPass enables them to demonstrate their commitment to maintaining good password hygiene, a key criterion amongst CIS's 17 modules.

With LastPass, Iglu.com can share passwords safely while maintaining administrative oversight and the ability to tie activity to users through detailed reporting logs. Matthew adds: *"We really value being able to see how credentials are being accessed and utilized across the business. Our team work passionately to build trips that our customers will love, and often these can be booked a year in advance, so safeguarding the data is vital. With LastPass, we can make sure passwords are safely stored and appropriately provisioned."*



"With LastPass, there's no excuse for poor password hygiene at any time and place, it supports the Iglu.com team to work safely at all times."

Learn how Iglu.com increased their password security using LastPass.

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