

Strengthening Secure Access and Visibility at EBC Financial Group



Overview

EBC Financial Group is a global financial services organization offering market access to traders at institutional speed and execution through its online brokerage, holding licenses from multiple jurisdictions, and with a network of offices across the world including London, Sydney, Jakarta, Bangkok, and Mexico City.

With teams handling sensitive client data every day, the company needed a secure, auditable way to manage employee access—one that could maintain compliance while keeping pace with rapid operational demands.




As Malaysia Country Manager Lawrence Lau notes, teams work across regions and toolsets every day, so “a secure, auditable way to manage access” had to be simple enough for fast adoption and strong enough for audit readiness.

When the Malaysia office introduced LastPass to an initial group of 50 employees, the impact was immediate. The success of this early phase made it clear the rest of the organization would benefit. EBC quickly expanded LastPass across departments, unifying credential management and strengthening cyber hygiene as regulatory pressure continued to grow.

The Challenge

EBC was faced with an access problem that introduced meaningful risk. Lau explains: “In financial services, credential security is nonnegotiable... password mismanagement can quickly become a compliance and reputational risk.”

On top of that, normal everyday work patterns made the situation even more challenging:

-  Employees worked across devices, browsers, networks, and regions, making consistent control difficult.
-  Teams spun up new SaaS tools quickly to support clients, expanding the attack surface.
-  Credentials were spread across personal vaults, shared notes, and chat threads, leaving IT without a reliable view of who had access to what or whether strong authentication was enforced.

EBC needed a way to bring structure, visibility, and control to their security, without disrupting the speed their business depends on.

LastPass Deployment

EBC began with a controlled 50 user rollout to determine whether LastPass could simplify employee access while giving IT the oversight they lacked. According to Lau, the team set clear criteria from day one.

“We wanted to validate ease of use, integration with our identity provider, and whether LastPass could reduce password related friction for staff.”

The initial deployment exceeded expectations: adoption was immediate, Microsoft Entra ID integration worked seamlessly, and IT gained centralized visibility through a single admin console. Lau’s takeaway: the experience proved both usability for employees and oversight for IT.

As more teams saw the benefits, demand spread quickly. That first wave surfaced organization wide gaps in password hygiene and confirmed that limited coverage wouldn’t deliver the level of security or audit readiness EBC required.

Impact

With LastPass deployed company wide, EBC achieved improvements that supported both IT and employees across regions.

“We gained the visibility and control we needed—without slowing teams down,” Says Lau

- 🔍 Clear visibility into shared access, inactive accounts, and credential health
- 👤 Improved oversight of SaaS usage, reducing shadow IT and identity related risk
- 🗨️ Stronger password hygiene with fewer weak or reused credentials
- 👥 More consistent MFA adoption and centralized policy enforcement
- 📄 Better audit readiness with unified access controls and activity insights

“LastPass gives us the oversight, control, and simplicity we need to secure our credentials and protect our business without slowing our teams down.”