

Case study

Fast-growing consulting agency from the US simplifies password management with Zoho Vault

The logo for Coverdale Group, featuring the word "coverdale" in a blue serif font and "group" in a smaller blue sans-serif font, with an orange stylized 'G' icon to the right.



Key Takeaways

Meet:

Mike McNew

Occupation

Managing Director, Coverdale Group

Using Zoho Vault since

Mar, 2016

Why Mike loves Zoho Vault

- A secure cloud environment to store client information
- Browser extension getting most of the work done, saving time and effort
- Simplicity in enforcing two-factor authentication across the organization
- Updating multiple passwords and sharing them with every agent instantly



About Mike McNew

Mike McNew is the Managing Director of the Coverdale Group, a professional services IT company and value-added reseller for the Four51 eCommerce platform. He's been in the IT Management sector for over a decade now, playing an integral part in the growth and development of the organizations he's been a part of.

His team at the Coverdale Group provides services that range from basic site maintenance and setup to building custom solutions and integrations on the Four51 platform, which specializes in eCommerce for print, promotional products, and the marketing distribution industry.

The move to Zoho Vault that made lives easier at Coverdale

Mike and his team had to deal with an increasing number of credentials to support their clients. Not only were they finding it tough to track all the passwords, they had issues with sharing them securely across the team as well. Dealing with multiple passwords without a proper password management software was getting tedious.

Before making the switch to Zoho Vault, Mike and his team had to share crucial passwords with their developers hesitantly, and inform every individual agent whenever they updated account details and passwords. As their business grew in numbers, their problems continued to mount. Lucky for them, they soon found Zoho Vault.



Vault is a great tool that saves a ton of time for our agents at work. The experience of the Chrome extension is irreplaceable. Overall, Zoho Vault continues to make our online lives simpler and secure.



"In order to support our clients, we have administrative logins to the SaaS instance of Four51 that provide access to our client's websites, catalogs, and their orders. We wanted to track the details of all accounts in a secure manner and share them with only a select list of authorized people. Updating the account information and keeping all our agents informed was another concern. Thankfully, all these problems disappeared the moment we found Zoho Vault."

How Zoho Vault helped Mike and Coverdale?

As users of Zoho Books, the online accounting software for all businesses, the Coverdale Group identified Zoho Vault as a solution for their password trouble, and started to test the application. Unsurprisingly, they could immediately see the changes. The problems they had before were now easy to handle, so Mike rolled out Vault for his team.



We really didn't need to evaluate many other solutions. As users of many other Zoho tools, Vault seemed to be the best choice.



“Zoho Vault was a readymade fit for our needs. We could see the amount of time and effort we were saving with Vault, and we went for it without any hesitation. Since then, Vault has significantly improved our security and productivity.”

He even listed out the features of Vault that made a major difference for his company. According to Mike, Vault had helped the Coverdale Group to:

- Store their client information in a secure cloud environment
- Enforce the use of two-factor authentication for all their agents
- Group passwords and securely share them with specific users to isolate and identify who had access to the different accounts
- Update passwords directly in Vault as and when they changed it
- Group users together and share passwords across the group in a single click, while providing access to only the right people

"Vault is the perfect blend between security and comfort, and that's where its beauty lies. The two-factor authentication is massive for us. With it, we ensure every agent accesses our client data in the most secure way possible. Similarly, the Chrome browser extension is a life saver. With just a single click, it authenticates us directly to our client sites. We no longer write down passwords, nor do we transcribe information across screens. We've become much more secure as an organization while saving time doing so!"



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The brand that stood out

While we asked Mike if he had tried out other password solutions, his answer was unsurprisingly one of the most common replies we hear from our customers. As a faithful user of multiple Zoho products, he found no reason to look outside. Zoho was his go-to brand.

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Continuing to make a difference:

As years go by, Zoho Vault continues to make a difference in the lives of people at Coverdale, something that Mike pointed out in his concluding words.

"We often jump from one client account to another, and our agents typically access dozens of accounts every day. As we grow as an organization, Zoho Vault continues to be a key part of our daily activities. Vault is a great tool that saves a ton of time for our agents at work. The experience of the Chrome extension is irreplaceable. Overall, Zoho Vault continues to make our online lives simpler and secure."

As they continue their journey towards becoming a prominent leader in the Consulting Services industry, the Coverdale Group feel secure knowing Zoho Vault will take care of their password management needs for the years to come.

About Zoho Vault

Zoho Vault is a two-in-one solution that caters to all password management and Single sign-on needs. With Vault, you can securely share your passwords across teams in your enterprise and increase the productivity of your employees by simplifying their login experience. We offer an exhaustive list of integrations and features for a price that's light on your pockets.

Useful links:

- [Product demo](#)
- [Getting started](#)
- [Upcoming webinars](#)
- [Testimonials](#)
- [Resources](#)

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