

Case study

Middle East's leading IT consulting company relies on Zoho Vault to manage passwords





Key Takeaways

Meet:

Jignasu Rathod

Occupation

Managing Director,
Elitser Technologies LLC (Elitser)

Using Zoho Vault since

April, 2014

Why Jignasu loves Zoho Vault

- Clean and simple to understand user interface
- Sharing passwords without revealing them in plain-text
- Highly responsive support team



About Jignasu

Jignasu Rathod is now the Managing Director of Elitser, a company that provides client-centric IT solutions, consulting, and training in the Western Asia region. He started his career as a Technical Sales Manager and has been with the company for more than fifteen years, playing a significant role in its growth.

Jignasu and his team members analyze their customer needs and provide cost-effective, customized software services and help them concentrate in their respective areas of business. Under his supervision, the company has handled around five hundred clients and one thousand five hundred projects implemented across twenty different industries, while employing around hundred people.

Jignasu's transition from spreadsheet to the encrypted vault

Being a seasoned information technology expert himself, Jignasu was quite aware of identity theft and used an encrypted spreadsheet to manage all his personal online account details and other confidential data. While spreadsheets helped him to an extent, it inevitably became cumbersome for him to manage the growing list of his passwords. His work involves a great deal of travel and often requires him to use a client's machine. This left him feeling insecure about accessing his confidential data and led him to look for a web-based identity management solution.

"Initially, I was using Microsoft Excel to manage all my passwords and other confidential data. I wanted a simple software application to replace it for security reasons, and that's when I started looking at software like LastPass and KeePass, but I found Zoho Vault to be just perfect for my requirements. It is simple and easy to use, with clear instructions in the web interface itself for a starter like me. When I'm stuck somewhere, I'll drop a mail to support and Christopher, the tech support guy, will come to my rescue."



Today, I remember only one master password to manage all my accounts. I log in to all my online accounts, securely share passwords with others in a click, and save a lot of time. This is something everyone would like, too. I will definitely suggest it to our clients and ask them to give it a shot.



How Zoho Vault helped Jignasu & Elitser?

Soon after Jignasu decided to go with Zoho Vault, he was able to quickly sign up the service and import all his passwords and other confidential data in less than thirty minutes. The following are some of Jignasu's favorite features in Zoho Vault:

1. One master password to access all accounts
2. Option to store unlimited passwords, documents, and other confidential data
3. Ability to generate strong passwords for all accounts and reset them automatically whenever needed
4. Log in to websites in a single click
5. Option to share passwords with friends and colleagues, without revealing them in plain-text
6. Access to passwords from anywhere and at any time using native mobile apps.

Three months after testing the product and support experience personally, Jignasu suggested the tool for use within his company officially. Below is the list of positive changes that the company has witnessed after using Zoho Vault:

- The centralized admin dashboard helped the company track the password access of all users from a single location.
- Active Directory integration helped the admin team to quickly import users and leverage their existing authentication mechanism.
- Enforcing custom password policies helped them make their employees use strong passwords for official online accounts.
- Grouping passwords based on departments and sharing them in bulk with fine-grained access permissions improved the overall productivity and security of the organization.
- Accessing data from browser extensions, logging in to websites in a single click, and mobile access saved them a lot of time.
- Audit trails helped them track who accessed what password and when.



Zoho does everything that we expected and caters to both my personal and enterprise needs. Nowadays, I spend less or no time in managing my passwords. Even my non-IT staffs are able to use it without many efforts.



The road ahead with Zoho Vault

Four years into using Zoho Vault, Jignasu feels more secure and confident with it every day.

“Zoho does everything that we expected and caters to both my personal and enterprise needs. Nowadays, I spend less or no time in managing my passwords. Even my non-IT staffs are able to use it without many efforts,” Jignasu said.

When we asked whether he would recommend Zoho Vault to his clients, he responded back with a smile:

“Today I remember only one master password to manage all my accounts. I log in to my accounts, securely share passwords with others in a click, and save a lot of time. This is something that everyone would like, too. I will definitely suggest it to our clients and ask them to give it a shot.”

In the future, Elitser plans to continue emerging as a leading IT Consulting company in the UAE region, and will rely on Zoho Vault to ensure the security and productivity of their day to day operations.

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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