

Case study

# **UK-based web development company streamlines password management with Zoho Vault**





## Key Takeaways

### Meet:

Marc Towler

### Occupation

Co-Founder

### Using Zoho Vault since

2015

### Why Marc loves Zoho Vault

- Unlimited passwords and documents storage
- Fine-grained password sharing options
- Free mobile apps and browser extensions
- Comprehensive audit trails



## Background

Headquartered in Leeds, Design Develop Realize Pvt Ltd is a boutique web-development company that offers customized web solutions to clientele spread across the European Union. Although a small business with only six employees who work from home, the company is growing rapidly, becoming very popular among both individuals and institutional clients for its refreshingly new breed of design, intuitive user interface, and highly secure websites.

## The Challenge

Security and liability are two important issues that define the challenges involved in the web development industry. And, because the industry is highly competitive and fast-paced, customer service and security often mean the difference between winning a deal or losing it—not to mention gaining or losing a customer's trust.

Design Develop Realize was no exception to the demands of the web development industry. As a company dealing with clients spread across several countries and time zones, it became increasingly difficult to store and manage their passwords to applications that serve as the backbone of their day-to-day operations.

Design Develop Realize had to manage 750 passwords that their clients use to access their servers and content management systems. If they misused their clients' passwords, the company could face legal issues, loss of business opportunity, and above all loss of a customer's trust. So adopting IT security best practices was an absolute must for Marc Towler, the co-founder of the company.

Initially, Towler was using LastPass to manage passwords. But due to the [acquisition of LastPass by Log-Me-In](#) last October and back-to-back [security breaches](#), the company was on the lookout for an alternative solution.

“Although we relied on LastPass for years to manage all our passwords, we weren't happy with their recent developments, raising many questions for us about their security and future pricing model. Those doubts led us to immediately think about an alternative solution,” Towler said.

In addition to including the basic features of LastPass, the company also wanted a solution that was highly secure, easy to use, mobile, and that had reliable technical support —all at an affordable cost.



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## The Solution

With their objectives clearly defined, the company started to research the top password management solutions available on the market, including Zoho Vault. After a series of rigorous and meticulous evaluation between some of the major competitors, like Dashlane, Keeper Business, and Roboform, the company selected Zoho Vault specifically for its functionality and a user interface that's so intuitive it doesn't require a lengthy onboarding period.

“With its simple interface, great features, and flexible pricing, Zoho Vault didn't just match other competing products—it outshined them,” Towler said. “The technical support and marketing teams enthusiastically provided us with great support, which made us go with Zoho Vault doubt-free.”

Soon after their buying decision, the company was able to move all their passwords from LastPass within a few hours. And Zoho Vault's simple user import and provisioning options helped them complete their migration process without any frustrations. The highly secure cloud-based solution also saves them time and money. The following are some of the features that made the company choose Zoho Vault:



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- Ability to define and enforce password policies.
- Option to group users based on departments like finance, marketing, etc.
- Provision to share passwords with fine-grained access restrictions.
- Native browser extensions to auto-fill passwords, and automatically log on to websites directly from the browser.
- Mobile access to passwords from anywhere, and at any time.
- Real-time alerts and audit trails that provide data on who accessed what password and at what time.



*Passwords are now centrally stored, safely shared with fine-grained access, and all actions users perform on passwords are also constantly monitored in our company. Zoho Vault has undoubtedly become the right alternative.*



## The Results

With Zoho Vault, the company feels confident they made the right choice.

“Passwords are now centrally stored, safely shared with fine-grained access, and all actions users perform on passwords are also constantly monitored in our company. Zoho Vault has undoubtedly become the right alternative,” Towler said.

The following are the results they’ve seen in the past year that they’ve been a Zoho customer

- Enforcing custom password policies based on their requirements helped them improve password strength across the company.
- Creating user groups based on roles made the user management and bulk-sharing of passwords a lot easier.
- Granular access controls helped them impose tighter access restrictions and revoke access at any time.
- On-site password management using browser extensions improved both their productivity and security.
- Native mobile applications for iOS and Android let them access passwords whenever they needed to.
- Instant alerts, comprehensive audit trails, and intuitive user reports let them know who accessed what password at a specific time.

## 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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