

**“To be able to have a toolset that can help people in their own personal life, as well as make our own enterprise more secure, is a huge benefit.”**

Grae Meyer-Gleaves,  
Chief Information Security Officer, Hollard Insurance



## Challenge

As a rapidly growing insurance company, investing in identity management, authentication and password security were high on Hollard's technology priority list. Needing to ensure they can consistently operate in a resilient, reliable and secure manner, Hollard was concerned that it was becoming impractical to ask their staff to maintain increasingly complex passwords across multiple systems.

This risked passwords being written down and reused, leading to a greater risk of compromised credentials. They also wanted to be able to maintain a catalogue of all critical service accounts and passwords to mitigate the risk of staff leaving the organisation with that knowledge.



## Solution

To help address their password hygiene challenges, Hollard implemented a centralised password management system. The solution needed to be easy to use, as user adoption would be critical to a successful implementation. They also wanted a system that was able to be used by their staff - both at work and at home - and to make it easier to change old habits. It needed to be intuitive for their administrators to store passwords, as well as extract them for when they need to log on to systems.

Choosing a partner with 24x7 global support, as well as a local presence, was vital to ensure their critical systems were maintained at all times. The partner also needed to demonstrate they take their own security compliance seriously. Hollard chose LastPass as it met all their key requirements, and it offers a trusted, proven, and innovative solution that extends beyond just being an enterprise password manager.



## Results

- The solution was deployed successfully in less than one month to their technology team, reducing the risk of Hollard's critical systems being breached. To make the implementation more seamless, LastPass was integrated with their Internal Directory system and uses their existing single sign on and multi-factor authentication capability.
- Using tools, guidance, and training from LastPass, users were onboarded in 15 minutes as they were able to rapidly extract and upload existing passwords from current data stores. Adoption has been strong with positive feedback from users. Staff have quickly come to rely on the tool and have developed new habits for password management.
- Hollard, in future, plans to extend the solution to the wider organisation to mitigate the risk of being exposed to breaches through their supply chain.



**Industry:**  
Insurance



**Company size:**  
500-1000 employees



**Specialties:**  
Refer "About Hollard"  
Section

# Hollard.

Hollard distributes a wide range of innovative insurance products through partnerships with some of Australia's leading brands including Woolworths Ltd. Hollard's core products are home and contents insurance, landlord's insurance, motor insurance, pet insurance and small-to-medium enterprise (SME) insurance. Established in Australia in 1999, Hollard has grown rapidly to become an established personal and commercial lines insurer in the Australian market, being recognised as Large General Insurance Company of the Year at the 2019 and 2021 ANZIF awards, with over 1.5 million customers and approximately 650 staff who settle over 1,000,000 claims in Australia each year.

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**"A centralised password management solution is always in my top 10 priority list for cybersecurity as it helps to promote the right culture within an organisation."**

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Contact us

Learn how Hollard Insurance increased its password security using LastPass.

