KEEPER® | NatWest cushon

NatWest Cushon Unifies Password Security and Improves Compliance With Keeper

Background

NatWest Cushon is a leader in the financial services industry, providing workplace savings and pension solutions. As the first UK pension provider to prioritise green investment strategies, NatWest Cushon has experienced rapid growth, leading to its acquisition by NatWest in 2023. With 600,000+ members and 20,000+ employers using the Cushon platform, NatWest Cushon manages over £3 billion in assets.

Industry
Financial Technology

Employees
250+

Solutions
Enterprise Password Manager

- BreachWatch
- Compliance Reports
- Advanced Reporting & Alerts Module (ARAM)
- Silver Support

🔒 The Challenge

With a rapidly growing team and multiple acquisitions, NatWest Cushon faced significant challenges in managing passwords and credential security. Employees across different departments used a mix of different solutions, or in some cases, no password manager at all, leaving them unfamiliar with such tools. This inconsistency posed security risks, and concerns arose around securely sharing sensitive information between teams and enforcing best practices for password management across the organisation.

Moreover, the company's cloud-first approach required enhanced security protocols to prevent unauthorised access to critical systems. As a financial services provider handling confidential customer data, including pension and savings accounts, ensuring end-to-end security was paramount. The firm needed a solution that not only addressed password security but also provided compliance reporting and audit capabilities to meet strict regulatory requirements. Below are the key challenges that Keeper solved.

Password Management Practices – The lack of a centralised password management system led to inconsistent security practices. Employees resorted to insecure methods such as storing sensitive credentials in **browser-based password managers**, which made it difficult for the company to enforce password best practices and maintain data hygiene to protect critical business information.

Limited Visibility and Access Control – System administrators often struggled with limited access control capabilities, especially when decommissioning or transferring the stored credentials of employees who had left the organisation. The lack of critical access controls was both risky and difficult to manage. The company needed to ensure compliance with ISO certification and financial industry regulations.

> Keeper was the most secure solution out there. It was the most feature-rich application we came across.
>
> **Simon Stiebel, Technology & Security Operations Director**

The Keeper Solution

NatWest Cushon evaluated multiple password management solutions before selecting Keeper Security. Keeper stood out as the most secure and feature-rich option, offering enterprise-grade password protection, secure credential sharing and advanced compliance tools. Keeper's solution provides many benefits, including:

Centralised Password Management - Keeper provided NatWest Cushon with a single, secure platform for storing and managing the organisation's passwords. This eliminated the need for risky, inconsistent practices and ensured that all credentials were protected with Keeper's **zero-trust and zero-knowledge** architecture.

User Adoption and Training - Rolling out Keeper organisation-wide at NatWest Cushon was a smooth process, thanks to Keeper's dedicated onboarding team. Keeper is recognised as the leading password manager for organisations of all sizes and is designed to be easy to use and quick to deploy. Keeper's extensive **documentation portal** provides detailed instructions and system best practices to help administrators get the most out of their deployment. For end users, detailed **product guides** and **training videos** drive high user adoption.

> The onboarding journey with Keeper was exceptional. I handed it off to my team, and I didn't have to worry about it. The biggest challenge was adoption, but Keeper's support helped us engage employees and drive compliance.
>
> **Simon Stiebel, Technology & Security Operations Director**

Cost-Effective - No matter the size or type of organisation, Keeper has a cost-effective plan to fit and scale with organisational needs. Keeper's transparent pricing model paired with world-class customer support – ranked #1 in Enterprise Customer Support on **G2** – ensures that organisations maximise their investment.

Advanced Security Features - Keeper's robust security measures, including Multi-Factor Authentication (MFA) and end-to-end encryption, ensure that sensitive internal communications and data are protected. The ability to securely and seamlessly share credentials among team members without exposing sensitive data adds an extra layer of protection.

> The ability to securely share information using Keeper has been a game changer for us, especially for setting up two-factor authentication.
>
> **Simon Stiebel, Technology & Security Operations Director**

Best-in-Class Security - Keeper's zero-trust and zero-knowledge security architecture is unmatched in safeguarding information and mitigating the risk of a data breach. Keeper combines device-level, Elliptic-Curve Cryptography (ECC) with **multiple layers of encryption** (at the vault, folder and record levels), multifactor and biometric authentication, as well as FIPS 140-3 validated AES 256-bit encryption plus PBKDF2. Keeper is **SOC 2 and ISO 27001 compliant** — with the longest-standing compliance in the industry – as well as FedRAMP and StateRAMP Authorised.

Organisation Impact

By implementing Keeper across the entire organisation, NatWest Cushon gained centralised control over password and passkey security, enabling IT to enforce strong password policies, monitor credential hygiene and facilitate secure access management.

The company received strong guidance on adoption strategies, which helped employees transition away from previous methods of password management. The deployment of Keeper had a transformative effect of NatWest Cushon, improving both security and efficiency across the organisation. The key impacts include:

Stronger Security and Compliance - Keeper improved NatWest Cushon's security posture and ensured compliance with ISO certification requirements in the United Kingdom. IT administrators can now leverage Keeper's centralised dashboard to monitor credential security in real time.

Streamlined Onboarding & Offboarding - With Keeper, access to account credentials can be seamlessly provisioned or decommissioned during the onboarding or offboarding process. This, along with rolling Keeper out organisation-wide, has streamlined collaboration and operational efficiency.

> Keeper has made onboarding and offboarding much smoother. It's a fundamental security measure for the entire organisation.
>
> Simon Stiebel, Technology & Security Operations Director

The IT team now has complete visibility into every employee's password hygiene and complexity and can monitor for any credential exposure with BreachWatch dark web monitoring, ensuring that all credentials are protected from unauthorised access.

Proactive Data Protection - Keeper's BreachWatch functionality provides real-time alerts on compromised credentials, enabling the company to take action and minimise exposure.

User Adoption and Seamless Collaboration – Keeper's intuitive interface and ease of use have driven high adoption rates, particularly among non-technical staff. Its user-friendly browser extension simplifies password and passkey management, improving collaboration across departments and reducing friction when accessing shared records.

By implementing Keeper, NatWest Cushon has significantly enhanced its cybersecurity framework, ensuring stronger protection of sensitive financial data. Employees now have a seamless, secure and efficient way to manage credentials, reducing risks associated with weak passwords and unauthorised access. The company has also achieved greater operational efficiency, improved compliance with industry regulations and streamlined collaboration across teams. With a scalable and user-friendly solution in place, NatWest Cushon is well positioned to continue its growth while maintaining the highest security standards.
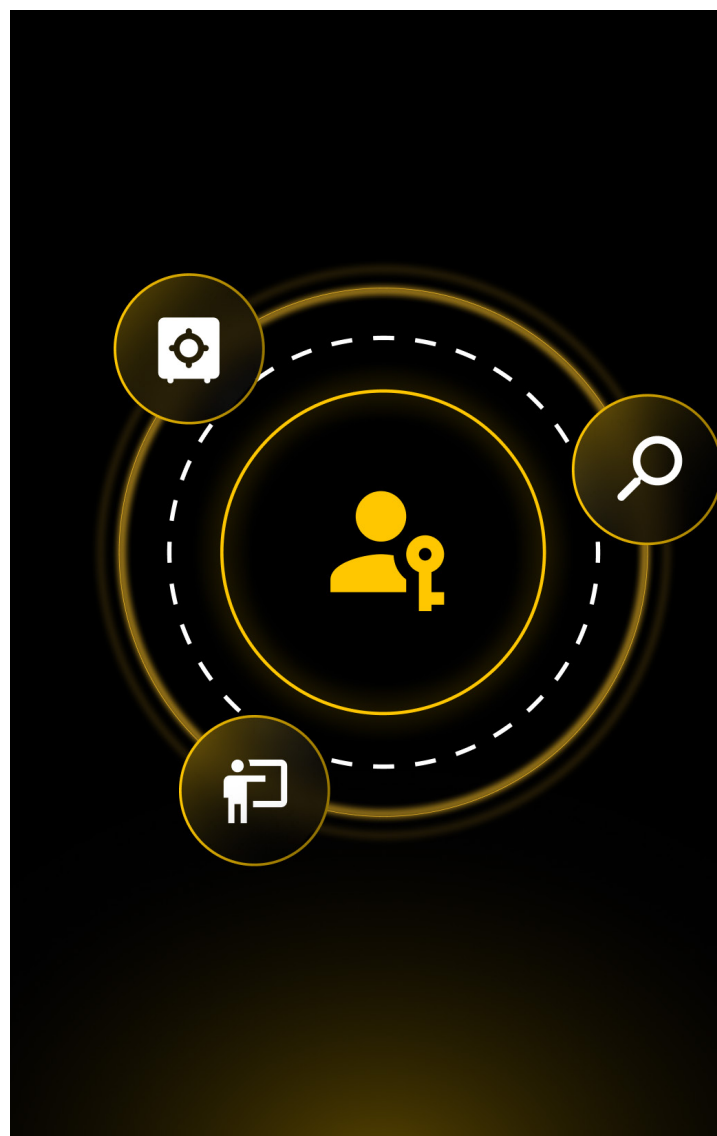
Keeper Password Manager

Most businesses have limited visibility into the password practices of their employees, which greatly increases cyber risk. Password hygiene cannot be improved without critical information regarding password usage and compliance. Keeper solves this by providing ultimate security, visibility and control.

Data is protected with Keeper's zero-knowledge security architecture and world-class encryption. Zero-knowledge means that only the user has the knowledge of and access to their master password and the encryption key used to encrypt and decrypt their information.

Keeper is intuitive and easy to deploy, regardless of the size of the business. Keeper integrates with Active Directory and LDAP servers, which streamlines provisioning and onboarding. **Keeper SSO Connect®** integrates into existing SSO solutions and is FedRAMP and StateRAMP Authorised.

Keeper is designed to scale for organisations of any size. Features such as role-based permissions, team sharing, departmental auditing and delegated administration, support organisations as they grow. **Keeper Commander** provides robust APIs to integrate into current and future systems.

Business Use Cases: Keeper Password Manager

- Prevent password-related data breaches and cyberattacks
- Support passkeys for effortless authentication
- Strengthen compliance
- Boost employee productivity
- Enforce password policies and procedures
- Reduce help desk costs
- Minimise training with fast time-to-security
- Improve employee security awareness and behaviour

About Keeper

Keeper Security is transforming cybersecurity for millions of individuals and thousands of organisations globally. Built with end-to-end encryption, Keeper's intuitive cybersecurity platform is trusted by Fortune 100 companies to protect every user, on every device, in every location. Our patented zero-trust and zero-knowledge privileged access management solution unifies enterprise password secrets and connections management with zero-trust network access and remote browser isolation. By combining these critical identity and access management components into a single cloud-based solution, Keeper delivers unparalleled visibility, security and control while ensuring compliance and audit requirements are met. Learn how Keeper can defend your organisation against today's cyber threats at **KeeperSecurity.com.**

Keeper is trusted and loved by thousands of companies and millions of people globally.

G2
Enterprise Leader

PCMag
Editor's Choice

App Store
Top-Rated Productivity

Google Play
Over 10 Million Installs