



case study

# Nonprofit Secures Shared Accounts with Centrally Controlled Password Management

## BACKGROUND

JOY 94.9 is an independent radio station in Melbourne, Australia, and is a member of the Community Broadcasting Association of Australia. They have 216,000 listeners, not including their online community.

JOY is proudly self-funded through on-air sponsorship and, most importantly, their members.



**The product is so easy – we haven't even had to use [Thycotic technical support]!**

Ben Horan  
IT&T Services  
JOY 94.9

## CHALLENGES

The radio station is fueled by the dedication of over 200 volunteers and only a handful of paid core staff. This has made access control of passwords, license keys and other sensitive data haphazard over the years. Making it even more difficult is the nature of volunteer work, and the frequent handover of responsibilities for projects and tasks. The radio station needed a secure centralized repository to store all passwords / sensitive data with controlled access and auditing to ensure information is secure. The solution needed to be flexible so any type of information could be stored and additionally compatible with many different types of accounts, such as Windows, Active Directory, iPhones, various cloud services, and it had to support the station's efforts in adopting ITIL v3. Lastly, the solution needed to require minimal support due to the limited resources available.

## SOLUTION

“After evaluating various tools in the marketplace, JOY radio chose Thycotic's Secret Server as it allowed the organization to quickly deploy a secure, central repository to manage passwords, license keys and sensitive documents.

JOY radio specifically needed the flexibility in the type of data stored. Ben Horan, JOY Infrastructure Manager, noted, “The ability to easily test the solution in a virtual environment and then seamlessly move to production when ready was instrumental to getting an early rollout of this product. Secret Server just worked from day one, allowing us to see immediate value and start bringing our environment under control again.”

JOY was able to configure Secret Templates to support the various types of data that needed to be secured. Roles were created to represent the various staff levels within the organization; folder organization was used within the repository to represent the station's infrastructure, and access to sensitive data was defined.

## BUSINESS IMPACT

“At JOY, we found the initial install and configuration of Secret Server to be really easy,” says Horan. “Sensitive passwords and other data are now under control and we have our arms around the problem.” JOY is now looking to expand the solution to control additional sensitive data such as volunteer personnel information and contract documents.

“JOY has also been pleased with the level of industry integration. We have recently deployed Devolutions, the Remote Desktop Manager that integrates with Secret Server as



a credential store. This makes a powerful combination for managing our increasingly complex IT environment,” noted Horan.

JOY has now established a stronger security posture with checks and balances for all privileged accounts. Less time is wasted recovering credentials or searching for specific documents. Everything is easily available to authorized individuals, allowing the IT department to spend more time providing core services to the business.

Nonprofit organizations can strengthen their IT security by easily deploying Secret Server to secure admin access to accounts and provide more productivity to their departments.



**“We’d be happy to provide a station tour and demonstration of how Secret Server has provided important benefits to JOY as a volunteer-based organization.”**

Ben Horan  
IT&T Services  
JOY 94.9

## WRAP-UP

**Secret Server** is used by IT departments worldwide to secure privileged passwords and other sensitive data. Secret Server is the flagship product of **Thycotic Software**, a global provider of IT security solutions.

Organizations can strengthen their IT security, reduce FTE password management time and better meet password compliance requirements by easily deploying Secret Server. Secure access to admin and service accounts, improve productivity and reduce the potential for human error.

## SECRET SERVER BUSINESS CASE

- ✓ Easy deployment.
- ✓ Low cost and time commitment to support.
- ✓ Flexible options for future growth.
- ✓ Centralized control.
- ✓ Supported ITIL adoption.