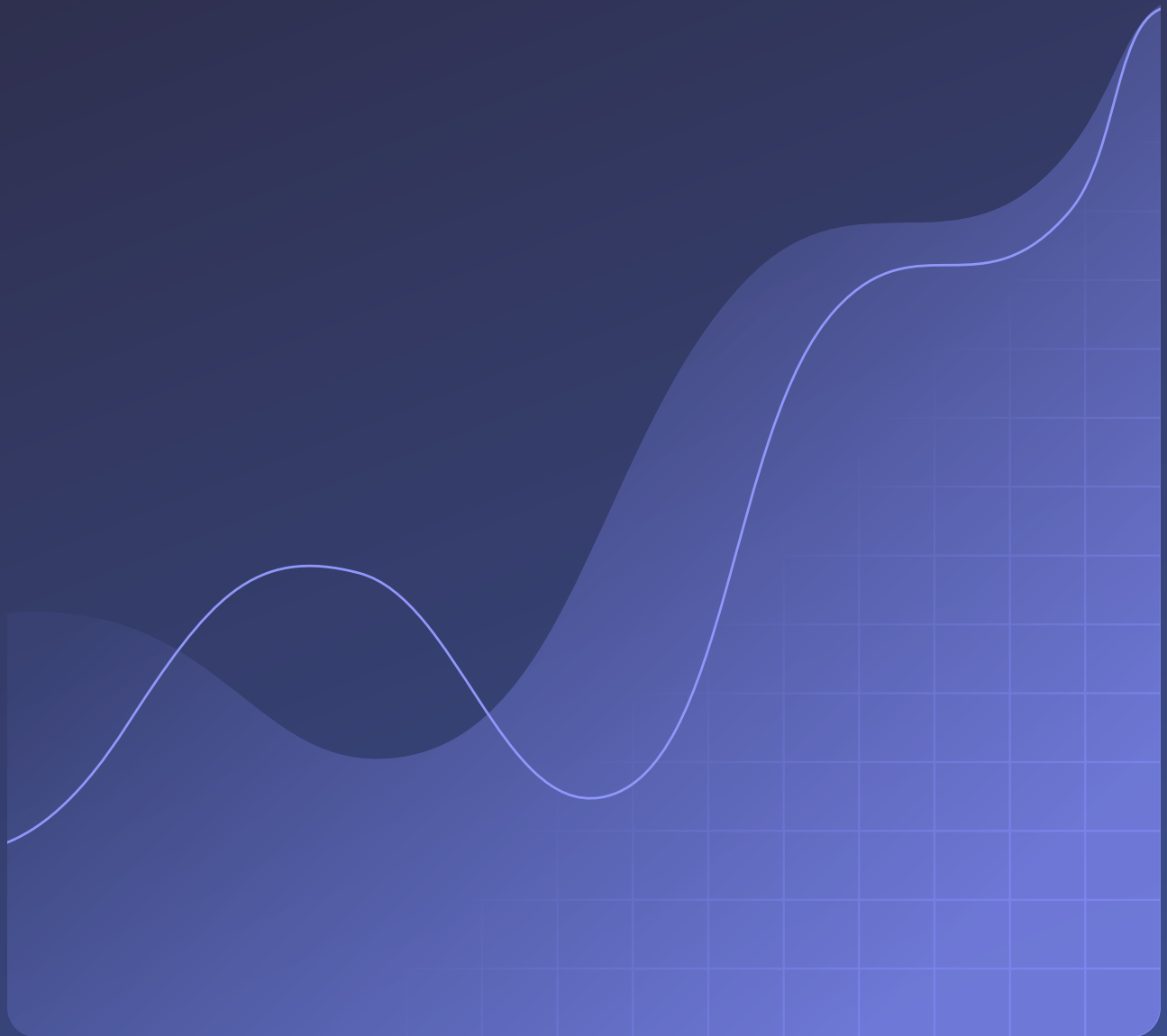




CASE STUDY

How the Largest U.S. Hospice Nonprofit Reduced Credential Risk on a Budget





Company description

Chapters Health System is the largest nonprofit hospice organization in the United States, providing exceptional care to patients and families in over 20 states.

Industry

Nonprofit hospice care

Company size

4,500 employees

The challenge: Limited visibility and a growing organization

As the largest nonprofit hospice network in the United States, Chapters Health System supports nearly 4,500 employees delivering care to thousands of patients and families each day.

In the last decade or so, Chapters Health System expanded rapidly through affiliations with hospice organizations across the country. That growth introduced new apps, legacy systems, and third-party portals, many of which didn't support SSO.

Each employee was responsible for managing dozens of credentials, often across systems that IT had little visibility into.

Previously, Chapters Health System relied on limited credential caching through Okta, but it only worked for some apps and didn't support mobile use. When the organization decided to move away from that portal, that meant losing the partial coverage it offered.

"I was looking for something to assist with losing that functionality and improve upon it," explains Mike Parkin, Enterprise Director of ET&S Security and CISO at Chapters Health System, who's been with the organization for 14 years. "I wanted a more mature solution."

Healthcare regulations added further pressure. As a HIPAA-regulated and HITRUST-certified organization, Chapters Health System needed stronger credential hygiene and better oversight without overwhelming a workforce that skewed less technical.

The solution: Easy-to-adopt credential security with real risk insights

As a personal Dashlane user for many years, Mike made sure to include Dashlane on his list of credential security solutions to evaluate. According to him, Dashlane stood out for three reasons.

“It was a combination of factors. There was the ease of use and the additional insights it was going to provide me,” he shares. “And then honestly, we’re a nonprofit. Our budget was definitely part of the conversation as well.”

Chapters Health System deployed Dashlane Omnix™, the proactive credential security platform, to approximately 3,500 enterprise users, completing rollout in under two weeks.

Omnix is the only platform to secure all employee credentials, whether or not they’re stored in a vault. Now, IT and security teams get credential risk insights, including visibility into weak, reused, and compromised passwords.

“From an end-user perspective, a password management tool is great,” says Mike. “But I’m also looking at it from a risk management and security perspective, and I wanted those additional insights.”

Dashlane also streamlined credential management for employees juggling dozens of non-SSO logins, including vendor portals and legacy healthcare systems.

“A tool like this has definitely helped simplify the management for the end users.”

Mike Parkin, Enterprise Director of ET&S Security and CISO,
Chapters Health System

The results: Stronger security, fewer resets, and better habits

After deployment, Chapters Health System saw a clear improvement in its credential security posture.

“Security’s significantly improved,” Mike shares. “It’s in a much better place than it was a year ago—not only from the strength of credential security, but the visibility into credential security. The ability to see weak credentials has been invaluable.”

Dashlane enabled the security team to proactively identify at-risk credentials and work with users to remediate them before they could be exploited. It also helped reduce time-consuming password resets.

“The decrease in password resets has definitely been a win for not just my team, but the help desk as well,” Mike explains. “So we can focus on other things that are more impactful to help meet our mission of taking care of patients or taking care of those who do.”

Just as importantly, Dashlane helped eliminate risky behaviors like writing passwords down.

“The ease of use encouraged employees to adopt Dashlane and use it, which allows them to not write passwords down, like on a sticky note on their laptop,” says Mike.

“I was really thrilled to see that they were really adopting Dashlane and getting the extra value out of it.”

Mike Parkin, Enterprise Director of ET&S Security and CISO,
Chapters Health System

Looking ahead, Chapters Health System anticipates phasing out some other security tools that Dashlane has made redundant, providing additional cost savings.

The organization also plans to expand use of Dashlane's Credential Risk Alerts, Credential Risk Detection, and AI Phishing Alerts.

“These features will help increase the password strength of the organization without manual effort from my team. I really can’t wait for that.”

Mike Parkin, Enterprise Director of ET&S Security and CISO,
Chapters Health System

See for yourself how Omnix delivers complete credential security.
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