



## Case Study

# Global leader in industrial calibration streamlines IT access for helpdesk technicians using Securden

Beamex enhanced its IT helpdesk operations by implementing Securden Password Vault for Enterprises, streamlining password management and access controls across teams.



## About Beamex

Beamex, a global leader in industrial calibration, serves customers in 140 countries with a wide range of calibration solutions. Since its founding in 1975, Beamex has established itself as a trusted partner for calibration excellence by providing accurate measurements, reliable data, and traceability.

Their offerings include field calibration, workshop calibration, calibration management, and various services. Beamex is committed to improving efficiency, ensuring compliance, and enhancing safety through its comprehensive ecosystem of calibration solutions, contributing to a safer and more reliable world.

**beamex**  
Pietarsaari, Finland

### INDUSTRY

Automation, Machinery,  
Manufacturing

### SOLUTION ADOPTED

Securden Password Vault for Enterprises

### REQUIREMENT

- Lack of central, synchronized password vault
- No automation to approve access requests
- Reducing the risk of unauthorized access

### RESULTS

- Single, secure repository for all credentials
- Automated password approval workflows with no to low manual effort
- Better access convenience with the mobile application



**140 countries**

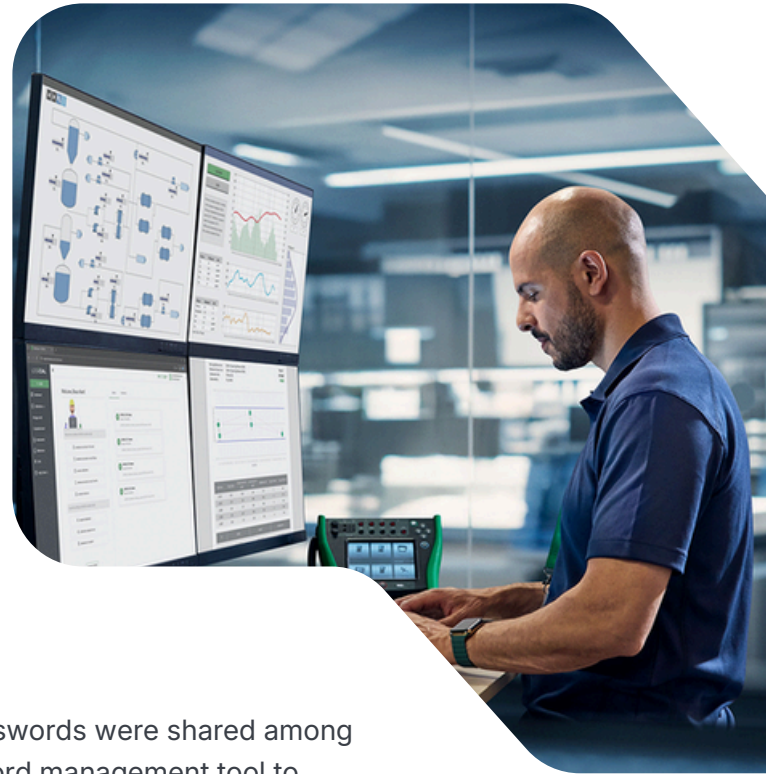
Calibration solutions delivered worldwide from a single, secure credential repository.

## The Challenge

Beamex specializes in calibration for pressure measurement, electrical measurement, frequency measurement, and temperature measurement across various industries. Customers worldwide utilize Beamex's range of products, which includes portable calibrators, calibration software, workstations, temperature blocks, and accessories.

The support team at Beamex regularly engages with customers to assist in implementing their calibration software, troubleshoot problems, and suggest improvements to workflows. This process requires support technicians to connect with various internal IT resources.

In order to access these IT devices, usernames and passwords were shared among technicians. Although Beamex employed a basic password management tool to securely store passwords, the tool fell short of meeting essential business needs.



## Lack of centralized controls

The basic design of the previous password management solution included individual password vaults, along with a feature to synchronize data for centralized administration. Beamex's IT helpdesk technicians were using these individual password vaults.

However, the synchronization was not real-time. When multiple users needed to access shared passwords, the lack of real-time synchronization slowed down the password retrieval process and

caused inconsistencies. As a result, technicians often had to recheck the database to find the correct password.

*"Managing passwords was challenging with the previous solution we used. Configuring the software and syncing our databases with other clients was difficult,"* explains Daniel Uusitalo, IT Support Technician at Beamex.



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**DANIEL UUSITALO · IT SUPPORT TECHNICIAN, BEAMEX**

## Difficulty in granting shared access

Beamex followed strict access control policies for granting access to sensitive resources. Users were required to submit requests and undergo an approval process. Passwords could only be shared with admin approval. However, the request and approval process lacked automated workflows, necessitating that the approving member remain active on their workstation to constantly monitor for request notifications.

As Beamex is operating globally, the limitations of these practices hindered efficiency and response times, highlighting the need for a more scalable, enterprise-ready solution.

## Weighing the Options: Choosing the Best Password Manager

To improve the management of password sharing among their engineers, Beamex conducted research to evaluate some of the leading [enterprise password management solutions](#) available in the market. The Beamex team considered several critical factors during their evaluation:

- Enterprise-level security design and standards
- [Centralized password management](#)
- Easy integration with their existing IT infrastructure, including Active Directory and Single Sign-On (SSO)
- An appropriate balance between features and cost

After a thorough assessment of the options available, they chose Securden Password Vault for Enterprises.

*"Security was the primary reason we chose Securden Password Vault. Securden is ISO 27001 certified and also aids in adopting NIS2 standards. Additionally, being audited by a third-party information security company was a significant advantage,"* points out Daniel.

Beamex found the out-of-the-box integrations offered by Securden to be highly beneficial. The Active Directory (AD) integration allowed for easy onboarding of all users and accounts into the solution, while the Single Sign-On (SSO) integration enabled seamless login for users.

*"Although competitors also offered similar features, our analysis showed that Securden stood out as the best option,"* says Daniel.

The mobile apps for iOS and Android provided by Securden proved to be one of the most valuable features.

*"There are so many aspects I appreciate, but the greatest benefit for the IT department is the mobile application, which remains connected to the database. Handling support requests from other departments has become easier since we no longer need to carry our laptops around—just having our phones is sufficient,"* Daniel adds.

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## The Securden Difference

The implementation process went smoothly, and the Securden Password Vault was put into production quickly.

With Securden now in place, IT helpdesk technicians have centralized access to passwords, allowing them to resolve customer support issues more efficiently. Individual password databases have been replaced by Securden's secure, centralized password repository. Passwords remain synchronized across all clients, ensuring that any changes made in the Password Vault are reflected in real time for all users accessing it.

When the need arises to share credentials with other teams, the helpdesk team utilizes approval workflows to grant access to sensitive passwords. With the mobile application, administrators can quickly review password requests and provide access on the spot.

They also found the Securden support team to be very responsive. *"We don't have to wait for a response. We are kept informed, and having worked in the IT field for a while, we know that a quick response time is crucial for customer success,"* points out Daniel.

Initially, a subset of the IT team evaluated Securden for daily password retrieval tasks. Once they discovered that the Password Vault can serve

as a central repository—and that other departments can use it as their own password vault with folder-based segregation—Beamex quickly expanded its usage across multiple departments.

*"The administrative functionalities and features of the software are excellent. Many departments in our company utilize the same product, allowing us to have consistent software usage across different areas. The use of folders helps in organizing our work, and the IT team maintains effective control over everything,"* says Daniel.



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**Enforce tight password security  
without slowing down operations**

Try Securden Password Vault for Enterprises.

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