

RESOURCE CENTER

Bitwarden Channel Partner of the Quarter: ATB Technologies, industry-leading St. Louis-based MSSP

Bitwarden is a strategic part of overall customer security stack offered by award-winning IT services firm.

Get the full interactive view at
<https://bitwarden.com/nl-nl/resources/bitwarden-channel-partner-atb-technologies/>



Overview

Founded: 2002

Size of company: 32

Industry: IT services and support

Location: St. Louis

Length of time using Bitwarden: 3 years

Number of clients: 35

Number of Bitwarden seats managed: Around 500

Based in St. Louis, Missouri, ATB Technologies is a managed service provider (MSP) offering IT services and support to over 30 clients in the St. Louis area. The company is selective and specific about the type of customers it brings on, with a focus on delivering an IT security service stack that meets a variety of needs. Operating in the manufacturing, non-profit, and financial services spaces, those customers were, as part of their overall security stack, seeking a password management solution that was comprehensive and easy-to-use.

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Situation: An opening for a well-rounded, intuitive, feature-rich password manager

Previously, ATB Technologies did not officially offer a password management tool as part of its security stack, although it did make suggestions to customers that were seeking one. “Initially, we dabbled with LastPass and Dashlane,” said Chris Miller, VP of sales and marketing at ATB Technologies. “We weren’t truly selling them as much as we were recommending them.” Over time, the company realized both solutions had inherent deficiencies, in that they weren’t particularly easy-to-use and missing certain features.

Said Miller, “Generally, we try to standardize the tools we can use across the board. In some cases, we give customers the option of ‘better’ and ‘best,’ especially if it comes down to cost. With password management, though, we were convinced it was important enough to offer one solution to all our clients.”

Solution: Bitwarden delivers the goods to a diverse customer base

ATB Technologies chose Bitwarden as its one and only password management tool because it was drawn to the full suite of features Bitwarden provides. The team was particularly excited about the overall ease-of-use for users whose technical capabilities varied. “We have clients that are extremely sophisticated with technology and others who have budding skills,” said Miller.

Miller also cited the Bitwarden integration with [two-factor authentication \(2FA\)](#) technologies and its cross-platform reach, noting that the Chrome extension is particularly useful. “The Chrome extension has made life easy,” said Miller. “You login once, it’s there. It autofills passwords. The Bitwarden [Family for Enterprise](#) is also an added bonus. It’s nice to be able to share credentials with family members for personal reasons outside of the work setting.”

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Reciprocal relationship based on mutual respect

In terms of the partner relationship between ATB Technologies and Bitwarden, Miller appreciated that Bitwarden listened to company feedback from the onset. According to Miller, a big selling point was the Bitwarden team’s willingness to adjust aspects of its billing policy to meet ATB Technologies’ business requirements. “When we came up against challenges, Bitwarden helped us work through them,” said Miller.

Miller is also pleased with how Bitwarden has facilitated the overall onboarding and deployment process. “When we kick off the client onboarding process, we’re particularly focused on getting executive teams to buy into password management,” said Miller. “We emphasize how important it is for credential security and protecting critical data. For clients with a large user base, we’ve come up with a system for assisting them with Bitwarden deployment that seems to work well. Overall, the centralized nature of Bitwarden has made onboarding and offboarding more efficient.”

“Bitwarden is strategic for our business”

“Bitwarden is a strategic, core part of the package we offer,” said Miller. “It’s a big piece of it and all the pieces make the whole. The fact that we can offer it, we can support it for the client’s needs, these are all advantages to our overall business. I can also attest to it from an internal perspective. In our support of customers, it is extremely important that ATB Technologies utilize strong and unique passwords.”

Miller enthusiastically recommends Bitwarden to other MSPs considering password management solutions. “In contrast to competing vendors, Bitwarden has shown its willingness to partner with us and listen to what we have to say. As a smaller organization, to be able to have a say and know that our feedback is taken into account is tremendous. Bitwarden has been a great product for us. It has the flexibility and security our team wanted.”

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Get started with Bitwarden

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