

RESOURCE CENTER

Channel Partner of the Quarter: MSP leader Cybernet Evolution nears 100% password management adoption among clients

Get the full interactive view at
<https://bitwarden.com/resources/bitwarden-channel-partner-cybernet-evolution/>



Overview

Founded: 1996

Location: Southport, Gold Coast, Australia

Industry: Managed IT Services

Number of clients: 60

Bitwarden seats managed: 650

Australian-based managed service provider (MSP) IT leader Cybernet Evolution offers extensive security solutions to clients across various sectors, including automotive and sports clubs. In partnership with Bitwarden, Cybernet Evolution achieved nearly 100% adoption among its clients – demonstrating the accessibility and trust Bitwarden brings to organizations with varied digital security familiarity.

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Situation: A need for reliable, scalable password management

Cybernet Evolution had previously offered password management solutions like LastPass and Myki, but challenges arose when Myki was acquired, and LastPass lacked MSP-focused functionality.

"We used both LastPass and Myki. LastPass made it difficult to acquire MSP licenses," said Warrick Allwood, CEO of Cybernet Evolution. "Myki was eventually acquired. It was clear we needed a more scalable, reliable solution."

The team wanted a password management solution that was [end-to-end, zero knowledge encrypted](#), straightforward to deploy across multiple devices and platforms, meeting their clients' evolving security demands.

With clients spanning industries, including the automotive space and sports clubs, Cybernet Evolution also required a solution that could scale easily and align with their managed services model, integrating seamlessly without creating additional billing complexities.

"We needed something that was going to be easy to use as password management is one of the hardest things to onboard," said Edwin Luck, technical director at Cybernet Evolution. "We come from a group of users that don't have any password management experience. Password management is not just a solution but is part of a security policy we try to develop with our clients. Bitwarden is a seamless solution that helps us enforce this policy."

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Solution: Bitwarden delivers versatile, user-friendly password management

Cybernet Evolution chose Bitwarden as their MSP password management tool, citing key features, including ease of use, device flexibility, and support for zero knowledge architecture. Cybernet Evolution is especially impressed by the Bitwarden:

- **Zero knowledge security model:** The Bitwarden approach to zero knowledge encryption ensures that the encryption key remains exclusively with the user, providing peace of mind and heightened security. "Zero knowledge was obviously the first thing that I was looking for in a solution," said Luck. "Clients appreciate knowing that they hold their own encryption keys, which means no one, not even Bitwarden, ever has access to their data."
- **Open source community:** As a solution backed by the open-source community, Bitwarden met Cybernet Evolution's rigorous standards for transparency and trust.
- **Cross-platform compatibility:** Bitwarden supports desktop, browser, mobile, and tablet devices, enabling Cybernet Evolution to meet its clients' diverse technical needs.
- **Features that fit organizations of every size:** From medium to large organizations, Bitwarden offers password management solutions tailored to all of Cybernet Evolution's clients, regardless of their size.

Deployment and onboarding are streamlined, with the majority of Cybernet Evolution's clients using the Bitwarden browser extension. Cybernet Evolution also provides in-person, 1:1 training to encourage high adoption and adherence to best practices.

Read more:

[Why open source delivers transparency and security for enterprises](#)

Results: Enhanced client satisfaction and operational efficiency

Bitwarden quickly became a core part of Cybernet Evolution's managed service stack, enhancing productivity and user satisfaction among their clients. The benefits included:

- **High adoption and ease of use:** Cybernet Evolution achieves nearly 100% adoption among their clients, thanks to mandatory training, most of which is delivered 1:1, in person.
- **Improved security practices:** Clients can seamlessly enforce strong password policies and utilize built-in time-based one-time passcode (TOTP) and multifactor authentication (MFA) capabilities, reducing security risks and simplifying access management.
- **Centralized credential control:** The Bitwarden collections organization feature provides Cybernet Evolution's clients with greater control over shared passwords, enhancing collaboration while protecting critical business information.

Cybernet Evolution's success with Bitwarden has not only strengthened their relationships with clients but also reaffirmed their commitment to delivering security solutions that are both practical and effective.

"Bitwarden ticks all the boxes. It's easy to use and it's secure," said Warrick Allwood, sales director, Cybernet Evolution.

Allwood continued, "Bitwarden has been a great part of our managed services product suite. We get great feedback from our clients, who feel like they're getting a great value, and have responded very positively to our managed service offerings."

Cybernet Evolution is actively expanding, signaling a commitment to growth and reaching new markets. As the company continues to scale, Cybernet Evolution envisions Bitwarden as a key partner in their journey to deliver innovative security solutions to clients. With plans to explore advanced authentication technologies, such as passkeys, Cybernet Evolution is positioned to lead in providing seamless, future-ready security experiences.

Get started with Bitwarden

Interested in becoming a member of the Bitwarden Partner Program? Find out more [here](#). You can also learn more about what Bitwarden can do for your business and sign up for a [free 7-day trial!](#)

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