

ITogether Service Definition Document – NordPass

Detailed Description

NordPass is a secure, cloud-based password management service designed for modern organisations. It enables businesses to store, manage and share credentials securely without relying on spreadsheets, browsers or informal workarounds.

The service is built using a zero-knowledge architecture. This means only authorised users can access stored credentials. Neither NordPass nor administrators can view password content.

NordPass supports desktops, browsers and mobile devices, and integrates with common identity and access management platforms used in business environments. It is designed to be simple for users and straightforward for IT teams to manage.

Business Benefits

- Reduced cyber risk by eliminating weak, reused and shared passwords
- Improved user behaviour by removing the need to remember or reuse credentials
- Lower IT support overhead through fewer password reset requests
- Centralised control over access, sharing and revocation of credentials
- Improved alignment with cyber security frameworks and audit requirements
- Fast user adoption with minimal training required

In real-world environments, organisations using password managers typically experience a reduction in phishing-related incidents, as compromised credentials are no longer reused across systems.

Standard Service Components

NordPass Business typically includes:

- Encrypted password vaults for individual users
- Secure password sharing between authorised users and teams
- Password generation to enforce strong credential policies
- Administrative console for user and access management
- Security reporting and password health insights
- Cross-platform support for browsers, desktops and mobile devices
- Integration with single sign-on and directory services



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Optional Service Components
To be discussed during scoping exercise.

Service Exclusions
Anything not specifically included in either the above or when the project is formally scoped.

Standard Support Services
8x5 support, Monday to Friday 9am to 5pm

Assumptions
Any and all information will be provided by the customer to enable the full onboarding of the product without hinderance

Contact

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