



CASE STUDY

# Copart Relies on Banyan Security for Zero Trust Network Access

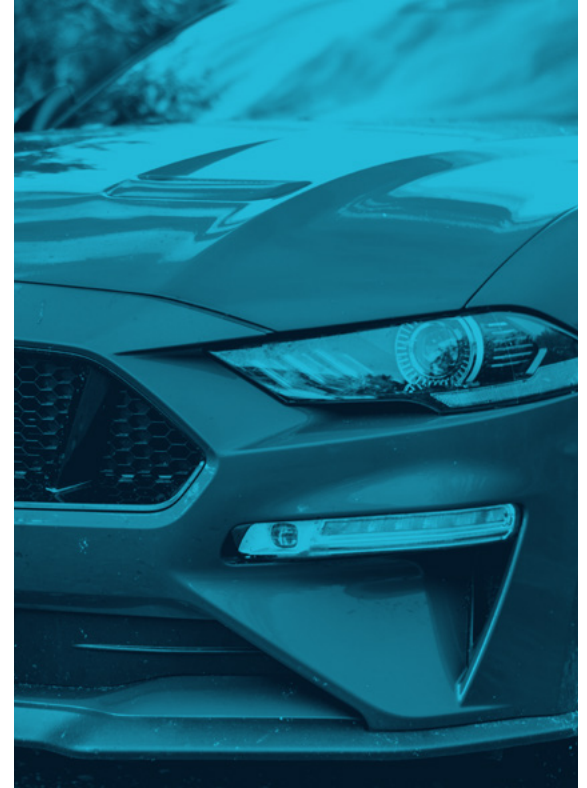
**Leading On-Line Vehicle Auction House Chooses Banyan to Simplify Remote Access Management, Dramatically Lower IT Costs, and Ensure Endpoint Security across all Corporate and Employee-Owned Devices**

## The World Leader in Online Vehicle and Part Auctions

Copart specializes in the resale and remarketing of used, wholesale, and salvage title vehicles for a variety of sellers, including insurance companies, rental car companies, local municipalities, financial institutions, and charities. With an innovative technology and online auction platform that links thousands of buyers and sellers around the world, Copart now sells nearly three million vehicles each year from its 200+ auto yards located in 11 countries.

"We are part logistics company, since we must be able to get vehicles to and from all of our yards to buyers and sellers as quickly as possible," explained Josh Danielson, Copart's Chief Information and Security Officer (CISO). "We are also a real estate management company, with thousands of acres of vehicle yards located across the globe. And finally, we're a technology company. We were the first automotive auction house to go fully digital over 18 years ago. That technology aspect is one of our biggest differentiators in this competitive market."

One of the key requirements for Copart's continued success is ensuring customer trust. "If we ever lose the trust of any of our customers because we have a data breach in our environment, we would be putting significant future business in jeopardy," said Danielson.



"Banyan has created a very impressive Zero Trust Network Access solution. It's security as it should be – the solution is easy to manage, it does an incredible job of protecting all systems and data, and once our end users are enrolled, it's transparent to our employees."

**Josh Danielson**  
CISO, Copart

# IT and Business Challenges

## Limitations of the Existing Environment

Copart had been relying on a VPN-based remote access system before moving to Banyan. Danielson wanted to implement better security across the board, and device trust was high on his list of Zero Trust initiatives. "We had a diverse mix of computers, tablets, and mobile devices that needed to be able to access our systems, but I wasn't willing to allow unchecked access. With a solution that would enable device trust, we could ensure a uniform level of device health and security across our enterprise, with excellent visibility into which users were accessing resources with what devices."

## Looking for a Better Way to Provide Secure Remote Access

Danielson started looking for a better remote access solution to protect the company's digital assets and endpoint devices several years ago. "I drew a diagram of all of the different remote access use cases we needed to manage on a huge white board in my office," he said. "Connecting all of our mobile devices to on-premise servers would require one security product, connecting our desktops to Okta would require a different product, and so on. To address all of our use cases, we would need six different security products, costing us \$1.3M every year just for licensing and upgrades. We knew there had to be a more cost-effective way to provide secure remote access for all of our employees."

## The Banyan Security Solution

To aid in the selection of a new solution, Danielson and his team created a list of possible remote access products for testing and performed hands-on evaluations of the 10 most promising products. "Most of the competitors in the Zero Trust Network Access (ZTNA) space were at least a year behind Banyan in terms of product maturity, and there were a lot of 'gotchas' in the other solutions," Danielson explained. "One of the products we evaluated looked promising at first, but that vendor was targeting a very specific demographic which was not like ours. They also fell short in several key technology areas. For example, they required a VPN to be on at all times on all users' cell phones. That approach to remote access is very common, but it cuts your cell phone battery life by up to 3x. We wanted to find a solution that would not require the use of a VPN."

## Why Banyan?

"One of our top criteria for the new solution was the ability to authenticate all end user devices, including personal cellphones and iPads, as well as company-owned workstations," explained Danielson. "We also wanted visibility into each device to determine if each one was a healthy endpoint and patched regularly. All of the other solutions we evaluated required us to deploy a lot of on-premise infrastructure,

## Industry

Automotive

## Challenges

- > Wanted to pursue a Zero Trust security posture to achieve a more secure, simpler, and cost-effective way to ensure remote access for corporate and field employees
- > Existing remote access environment was difficult to deploy, scale, and maintain
- > Employees often experienced performance delays and were unable to access applications due to VPN connectivity issues
- > Projected spend for the six different solutions needed to secure all remote access use cases exceeded \$1.3M per year

## Solution

Banyan Zero Trust Remote Access

## Customer Benefits

- > Provided employees with simple, fast access to all of their on-premise, cloud, and SaaS applications
- > Improved security across all corporate and employee-owned devices
- > Gained the ability to easily monitor device health and use as a requirement for access
- > Simplified ongoing management of the remote access solution
- > Enabled transparent, incremental enrollment to separate employee groups
- > Reduced TCO by nearly an order of magnitude, eliminating the need to procure six different security solutions

making them very difficult to install and much more complicated to set up. We liked Banyan's deployment model of cloud-first and cloud-native. After the evaluations were completed, we determined that Banyan Zero Trust Remote Access was the only solution that met all of our requirements."

## Customer Outcome

### A Transparent, Non-Disruptive Rollout

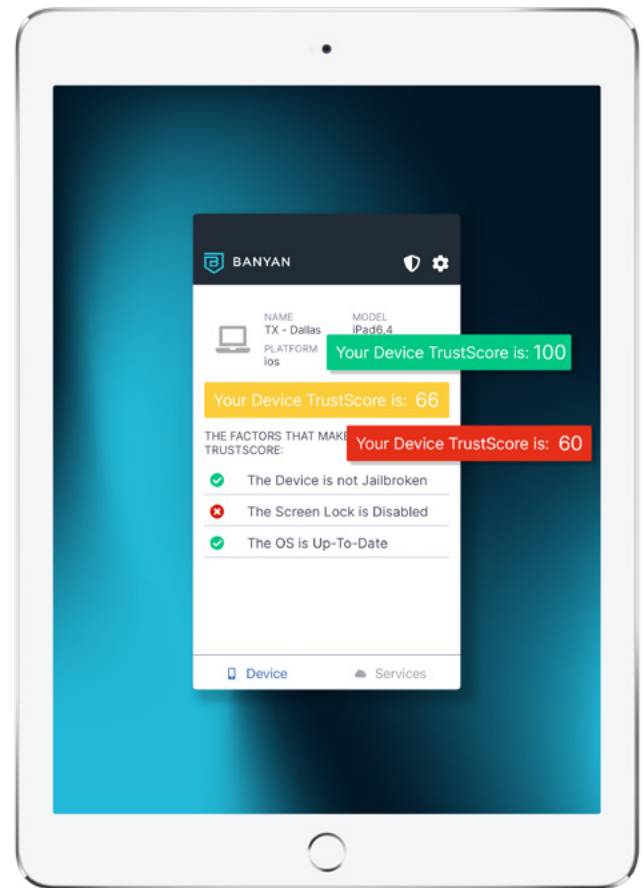
"System uptime is my number-one objective as our company's CISO," said Danielson. "I need to keep the auction sites running around the clock. If we ever experienced an attack that affected the availability of those systems, it would cost us millions of dollars each hour the auctions weren't running. So, my first goal for the Banyan deployment was to make sure installing the solution caused no interruptions to any of our applications or services."

Danielson started the Banyan rollout by enrolling his own team members to make sure everything worked properly. "One of the reasons our rollout was so successful is that we didn't make all of our employees move to Banyan on day one," reported Danielson. "Our team members held orientation sessions for department leaders to alleviate any concerns and answer all questions. We're asking our employees to install a piece of software on their personal devices, so the 'white glove' approach to addressing concerns in advance has resulted in a very smooth rollout."

"Over time, we'll be in a position where we can remove the VPN for end users. The nice thing about Banyan is that I can do this in a very targeted, incremental, and purposeful way."

**Josh Danielson**  
CISO, Copart

After Danielson's group successfully tested the Banyan solution, they invited software engineers and several other IT and security groups to enroll. "We sent everyone an email on Monday and offered them the ability to 'self-enroll' if they felt confident, or they could wait for the formal training session that Friday afternoon. Since we told them they could skip the Friday meeting if they did it themselves, the majority 'took the bait' and easily self-



enrolled. We also told everyone that Banyan would set them up to do password-less logins in the future. That was another way to convince them moving to Banyan was a great idea."

### An Easy to Deploy, Easy to Manage Solution

"Banyan is a much more plug-and-play solution than any of the other components in our security program," noted Danielson. "Handling corporate acquisitions and their highly variable IT and security stacks can be challenging. Whenever we acquired a new company before Banyan, we had to swap out their email and remote access security programs. The process was extremely complex and time-consuming. Now we can just tell the new companies to install the Banyan package so we can ensure their systems are secure."

"Banyan definitely falls into that suite of easy to deploy, easy to manage solutions," Danielson explained. "Once the initial set up is complete and end users enroll their devices, the solution runs transparently. I've been running it on my own devices for over eight months now, and it's working beautifully. Beyond the need to enroll a new device whenever an employee gets a new iPhone or iPad, they never have to interact with Banyan again."

From an admin perspective, the Banyan logging system reveals both successful and unsuccessful access attempts to aid in issue diagnosis, investigation of potential security issues, and assistance with any needed audits.

## Ensuring the Security of Shared Devices

Copart has already finished rolling out the Banyan solution to several hundred corporate users and is now in the process of providing remote access to the company's vehicle yard employees. "Our field employees receive and load hundreds of vehicles each day," said Danielson. "The majority of them access our mobile app on shared iPads. They aren't logged into traditional desktops, they just pick up whatever iPad is available each day. We need to ensure that all of those shared devices are authorized, not just authenticating individual users. Banyan enables us to easily address this use case. The devices are secure, regardless of who is using them. Our online presence is much more secure now that we are running on Banyan."

## Recommending the Banyan Solution to Others

When asked if he would recommend the Banyan solution to other companies, Danielson replied, "Absolutely! Banyan lets us know that every single device connected to our applications and data is secure and healthy. As simplistic as that sounds, the market for Zero Trust is flooded right now with a multitude of different products. Zero Trust Access systems fall into two different camps. The first group includes network-based solutions, like Zscaler and Cloudflare. These solutions are super easy to deploy, but the fidelity and quality of being able to ensure that your assets are healthy is much lower. The other category includes agent-based or certificate-based solutions, like Banyan's Zero Trust Remote Access. Since you install a lightweight app and enroll users, you gain a much higher degree of confidence that it actually secures those assets because the certificate is tied to that entity. You can also ensure that it's a healthy device too."

## Great Technical Support

"The high quality of technical support is one of the most defining features of Banyan," said Danielson. "When we selected a new remote access solution two years ago, we knew there would be a lot of development happening in this space. We wanted to choose a company that could grow with us, and we certainly got that with Banyan. We were amazed at how quickly we received their feedback on any issues or requests. Our security team made a few recommendations and were amazed that the requested features were included in the Banyan product in just a few weeks. In a market that is growing so much, that kind of responsiveness is exactly what we were looking for in a technology partner."

## Final Thoughts

"The Banyan Zero Trust Remote Access solution enables us to keep our auction site up and running 24x7 and reduces the risk of cyberattacks," said Danielson. "There will always be security gaps in every company, but Banyan gives us the highest level of assurance. I am confident that when we've finished enrolling all of our users, our systems will be very well protected and secure to the level we expect. Banyan has created a very impressive Zero Trust Network Access solution. It's security as it should be – the solution is easy to manage, it does an incredible job of protecting all systems and data, and once our end users are enrolled, it's transparent to our employees."

## About Banyan Security

Banyan Security provides secure, zero trust "work from anywhere" access for employees, developers, and third parties without relying on network-centric solutions like VPNs. User and device trust scoring along with continuous authorization ensures the highest level of protection while providing seamless and productive access to hybrid and multi-cloud apps, hosts, and servers. Banyan Security currently protects tens of thousands of employees across multiple industries, including finance, healthcare, manufacturing, and technology. To learn more, visit [www.banyansecurity.io](http://www.banyansecurity.io) or follow us on Twitter at [@BanyanSecurity](https://twitter.com/BanyanSecurity).