How a Logistics Firm Enforced Strong Passwords using GateKeeper Proximity

CASE STUDY

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Enterprise

Schuster Co. invests in efficiency and stability through password automation.

ℹ️ About SCHUSTER Co.

Schuster Co. is a logistics business based in Northwest Iowa. The firm began life as a family-owned grain hauling company back in 1956, but over the last six decades, it has grown to become one of the market leaders in the freight transportation industry. As of 2021, the company hauls more than 250,000 tons of freight each year and operates an extensive fleet, including refrigerated trucks and dry van vehicles.

The company is still operated by the Schuster family — but with a greatly expanded scope. With a wide variety of haulage capabilities, the firm meets the diverse needs of a growing number of clients across the region.

👤 The PROBLEM

Schuster needed to enhance password security for their computer workstation terminals, shared by many of different users. Under the existing systems, passwords were simply not long or complex enough and were not changed frequently enough to ensure adequate levels of security and regulatory compliance.

Fingerprint readers were considered as an option, bringing in another factor of authentication that would enhance data and system protection. However, this was deemed to be unsuitable, as the nature of the manual work on Schuster's site would cause problems with fingerprint recognition. Also, the cost of fingerprint readers is considerably higher compared to other 2FA options. Usability and cost are key factors for 2FA.

Key Problem: "Someone changed the password on a shared PC or website and did not share the new one."

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Constantly changing passwords are not a problem anymore for Schuster.

Problems Eliminated:

1. **Users can now login with less time and effort, increasing overall productivity.**

2. **Passwords are now long and complex but no one forgets them anymore.**

3. **No more unlocked workstations when unattended.**

4. **Reduced helpdesk tickets from forgot password incidents.**

5. **IT using too much time on non-core tasks including manual password administration.**

6. **2FA deployed and did not interrupt users' workflows.**
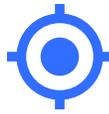
Strategy and SOLUTION

By implementing GateKeeper Proximity's enterprise solution, Schuster eliminated the problems associated with fingerprint recognition. A proximity access key fob enables two-factor authentication without the need for biometric fingerprint scans. This access is granted securely and is monitored via the centralized Hub dashboard, so Schuster's management teams retain control over who can access the business's systems.

With GateKeeper Proximity, users do not need to type or remember passwords. Access credentials are automatically created and encrypted, and they are changed regularly to maintain high levels of security across all terminals. The aim is to ensure regulatory compliant security that exceeds industry standards while also saving time and money for the business.

> **Schuster reports increasing overall productivity of each GateKeeper-equipped end user by 6-10%!**

> **An estimated 312 helpdesk support tickets worth ~$23,400 are eliminated annually.**

200,000 logins automated annually

100% reduction in mistyped passwords

240 hours of productivity saved annually

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Unlocked more time to do core tasks.

The RESULTS

Across 2021, GateKeeper Proximity supported Schuster's employees through +200,000 access events and growing. There were 122,892 computer terminal access events and 79,832 website system access events. Eliminating the password requirement across these instances has saved Schuster the equivalent of 240 annual working hours, resulting in far more cost-effective operations for the business. Schuster's IS manager, Brian McShane said "If users had to go back to typing their passwords and filling in web credentials, the amount of work on the IT Department would quickly become overwhelming."

The IT team reported that users "...are also pleased with credentials being supplied for them on web resources instead of having to look up their user information." What's more, the admin dashboard provides Schuster's management team with greater monitoring capabilities. Access events are monitored in real time across all points of contact — from physical workstations to web-based systems. This enables management to collect performance data, as well as identify and deny unauthorized access incidents. Data exfiltration or theft was found to be the most common insider threat at 62%.

About GateKeeper Proximity:

- **Patented, award-winning solution for accessing computers, websites, and desktop applications using a key.**

- **Centralizes IT administration and management of passwords across an organization.**

- **2FA, password manager, OTP, PC locking mechanism, shared workstation auditing.**

- **One solution that solves many problems so that you don't need to make 4 different products work together.**

- **Reduces IT team's time spent on tedious tasks.**

"Originally the goal was to increase our password length and the frequency in which the domain passwords would be changed. This solution has allowed us a secure 2FA solution that allows us to increase our password length and change frequency with minimal inconvenience to the end user."

**Brian McShane
Director of Information Technology
Schuster Co.**

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