

Ninja Van Increases Security and Boosts Flexibility with BeyondTrust

By Mateen Sayyed, Regional Head of Identity & Access Management, Ninja Van Group


In a world where e-commerce is becoming an increasingly popular purchasing channel, having an efficient delivery service is critical. Businesses need to ensure they can get their products into the hands of customers as swiftly as possible.

To achieve this, businesses of all sizes are turning to logistics and delivery companies. By making a careful selection, they're able to offer the geographical coverage and service delivery quality needed to maintain their market position and brand reputation.

Delivering in Southeast Asia

Ninja Van Group is a tech-enabled express logistics company providing supply chain solutions for businesses of all sizes across Southeast Asia. Founded in 2014 by friends Lai Chang Wen, Boxian Tan, and Shaun Chong, the company has become one of the region's fastest-growing tech logistics companies, powering businesses with innovative solutions that optimise e-commerce opportunities.

Today, Ninja Van Group has grown its network to cover six countries: Singapore, Malaysia, Indonesia, Thailand, the Philippines, and Vietnam, handling close to two million parcels per day. In the last 12 months, Ninja Van Group has served close to two million shippers and delivered to 131 million parcel recipients.



"When we came to select a PAM vendor, BeyondTrust stood out because of their willingness to work and adapt. They took the time to fully understand our requirements before designing and deploying a solution that could fully integrate with our existing infrastructure. They now continue to work as a trusted technology partner for Ninja Van Group."

Mateen Sayyed, Regional Head of Identity & Access Management

Technology underpinning operations

To ensure Ninja Van Group can provide first-class customer service at all times, we have worked hard to deploy a sophisticated, technology-driven infrastructure. Comprising everything from real-time tracking tools to powerful data analytics, the infrastructure supports every facet of the company's operations.


The decision was made from the outset to be a cloud-native organisation to ensure we can be as flexible and responsive as possible, as well as helping to defray operating costs. This strategy allows us to take advantage of new opportunities for growth and scale operations as customer demands increase.

The role of Privileged Access Management

As the company is heavily reliant on its Technology Infrastructure and operational data, maintaining secure access to assets is critical. We need to be sure that only the specific people who require access to digital resources have that access.

After carefully assessing offerings from a range of privileged identity vendors, a decision was made in late 2021 to engage BeyondTrust. We were very impressed with the features of its [Password Safe solution](#) together with the experience and capabilities offered by their [Professional Services team](#).

A key component in our selection of BeyondTrust was their willingness to build integrations with Google Workspace and Google Cloud, niche commercial SaaS solutions, along with in-house-developed SaaS applications. Such integrations can require a significant amount of time, effort and costs. With BeyondTrust, not only could we bring together the privileged access for these applications into a single pane of glass, we are now able to significantly reduce the resourcing required to manage it.



Overall, BeyondTrust has been able to meet all our criteria for the delivery of a PAM solution. These include compliance, cloud adaptability, minimal operational complexity, tailored plugin capabilities, pricing consideration and the availability of strong local support."

Mateen Sayyed, Regional Head of Identity & Access Management

Delivering Success

The team worked closely with Ninja Van Group to develop a series of custom plugins that would allow BeyondTrust's Privilege Access Management (PAM) solution to connect with our existing applications. This was undertaken in a staged manner with all work completed in about 18 months.

I liken the deployment process to building a bridge. Our engineers began working at one end and BeyondTrust at the other. While we were each focused on our own roles, we had to be sure that the bridge would eventually meet in the middle. BeyondTrust was very good at making this synergy happen.

The PAM solution now provides comprehensive identity security capabilities across the company. Security has been further strengthened by bifurcating user access rights. This means that if access to one application is compromised, it does not allow an attacker to gain access to other applications. The result is higher resilience and greater protection of assets.

Having BeyondTrust in place also allows us to test new ideas and potential services much more quickly than would previously have been possible. A team can be given secure access to the applications and data they need to test prototypes in a matter of days.

I'm confident that with BeyondTrust's Privileged Access Management in place, we are well-positioned to continue Ninja Van's planned growth path and meet customer requirements across the region.

BeyondTrust is the global cybersecurity leader protecting your Paths to Privilege™ with an identity-centric approach. We are leading the charge in transforming identity security and are trusted by 20,000 customers, including 75 of the Fortune 100, and our global ecosystem of partners.

[Learn more at beyondtrust.com](https://www.beyondtrust.com)