

# GoTo Secures and Simplifies Cloud Access with Teleport



**INDUSTRY:** Technology, on-demand services

**OPERATIONS:** Indonesia and Singapore

**HEADQUARTERS:** Jakarta, Indonesia

**FOUNDED:** 2010

[gotocompany.com](https://gotocompany.com)

As Indonesia's largest digital platform and one of the leading tech companies in Southeast Asia, GoTo provides a wide range of services, including mobility, delivery, payments, financial services, and technology solutions for merchants. These services rely on a robust cloud infrastructure to support millions of users, driver-partners and merchants.

## Challenges: Navigating a Vast and Complex Infrastructure

As a large and interconnected digital platform, GoTo engineers needed to manage cloud access more effectively across the company's vast infrastructure to ensure operational efficiency.

### ⚠️ In-house access tools and diverse business needs introduced operational complexity

GoTo initially relied on an internal tool for engineers to secure access to cloud resources, but as its infrastructure scaled with multiple business verticals and segregated network implementations, maintaining it in-house became increasingly complex and resource-intensive.

### ⚠️ Multi-cloud adoption introduced new access requirements

As GoTo expanded to a multi-cloud strategy across various providers, developers needed a consistent way to access resources.

### ⚠️ Compliance and security audits were important

As a publicly listed company, GoTo is committed to complying with laws and regulatory audits. To meet these standards, the company needed a more efficient way to retrieve and analyze logs, moving away from manually pulling data and to address gaps in detailed observability.

## Solution: Adopting Teleport for Secure Multi-Cloud Access

GoTo evaluated Teleport for use in its infrastructure and found it met their primary requirement of securing access to cloud resources without compromising on security and accessibility. Key security, compliance, and operational capabilities included:

### ⚙️ Secure and Private Kubernetes Access

Teleport streamlines access to needed cloud resources.

“For context, all our Kubernetes clusters are private—meaning they can't be accessed publicly, both for the data plane and control plane. We needed a mechanism to securely expose this to developers, and Teleport fit our requirements perfectly.

**Pradithya Aria Pura**

Principal Software Engineer, Container Deployment Platform

### ⚙️ Consistent Multi-Cloud Access

Teleport provides a unified, consistent approach to multi-cloud access.

“Teleport helps us achieve consistency across multiple clouds. Instead of requiring separate access methods for different cloud providers, we now have a single, unified solution. This significantly simplifies our infrastructure complexity.

## 🔧 Observability to Access Sessions

Teleport's session recording feature enhances security visibility.

Session recording is a really powerful tool for understanding how Teleport is being used during an access session. It gives us excellent observability, helping us maintain our security posture and supporting audits. If there is any security incident, we can easily determine the adversary's actions.

## 🔧 Temporary Access for External Vendors

Teleport's just-in-time access model improves security while reducing administrative overhead.

“ For external vendors who have clearance to access some of our information, we are able to grant temporary access that is automatically revoked after a set period. This simplifies operations and minimizes risks.

## 🔧 Comprehensive Audit Data

Teleport reduces the time necessary to retrieve audit data as well as improves the quality and comprehensiveness of the dataset.

“ Having centralized access to audit logs and data simplifies our operations, and streamlines the audit process. We don't have to go through each machine to retrieve data to support the audit, and session recording gives us detailed visibility into what happens during access sessions.

## Results: Security, Productivity, and Developer Satisfaction

### ✔ Faster, More Efficient Developer Access

Before Teleport, engineers had to navigate multiple authentication steps, which could take several minutes just to log into a virtual machine. Now, access is nearly instantaneous.

“ We used to go through multiple steps just to access cloud resources, and now it happens almost instantly. Our engineers are really happy with the significant improvement in their workflow.

### ✔ Reduced Complexity In Cloud Access

By unifying access management with Teleport, GoTo reduced manual overhead and operational complexity.

“ We eliminated the need for multiple access tools and now have a single interface that works across cloud providers. This not only simplifies operations but also improves our security posture.

### ✔ Improved Compliance and Security Visibility

With Teleport, GoTo now has centralized access logs, session recordings, and real-time monitoring to support audits and security reviews.

“ We can now quickly generate audit logs instead of manually retrieving data from every machine. This simplifies our operations and facilitates audit readiness.

### ✔ Broad Engineer Adoption and Satisfaction

Teleport has been widely adopted across GoTo's container deployment team, with more than 300 active users.

“ Teleport has been successfully adopted within our engineering function. It has improved productivity, security, and compliance. The team now finds it significantly easier to access cloud resources.

## Conclusion

By adopting Teleport, GoTo successfully advanced its cloud access strategy, achieving improved engineer productivity, simplified multi-cloud access, improved access control, and quicker compliance audits.

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