zscaler™

Customer Journeys

Inspiring stories from organizations we helped become more efficient, resilient, and secure

zscaler™

Together on the path to zero trust

At Zscaler, we like to say we're obsessed with our customers. From Montréal to Dubai, from reimagining agriculture to reshaping the world of finance, they deserve no less.

Each story in this collection showcases how one of our customers is harnessing our true zero trust platform to secure all user, workload, and device communications over any network, anywhere. We've helped them—and more than 5,000 other organizations—secure their digital transformation with confidence.

Take a look and see how we can help you, too.

"

Customer obsession is in our DNA. Zscaler's operating framework is driven by demonstrating value to our customers every step of the way. From designing a phased roadmap toward a true zero trust architecture to a seamless deployment and superior ongoing support—we're not just a product, we're a committed partner.

Dali Rajic, Chief Operating Officer, Zscaler

Contents

Browse customer success stories by vertical

AMS

Browse customer success stories by region

BOMBARDIER

Bombardier Enhances Security to Stop Patient–Zero Attacks

20%

Helps to achieve ESG goals of 20% reduction in energy

70K+

users onboarded in less than six weeks

Profile

Bombardier is a global aviation leader with a worldwide fleet of more than 4,900 aircraft, serving customers including multinational corporations, charter providers, governments, and private individuals.

Montréal, Canada

13,000 employees across 12 countries

Challenge

Reduce risks from patient–zero threats while minimizing IT overhead.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Sandbox Advanced™

Outcomes

- Obtains the highest level of protection against known and unknown threats, including patient–zero attacks
- Improves situational awareness and reduces risk, boosting security for modern and legacy IT technologies
- Gains granular data and AI–powered analytics for instant threat mitigation and optimization of the entire security stack
- Contributes to worldwide ESG goals by helping embed data privacy in systems and processes to assist with reducing the energy IT consumes.
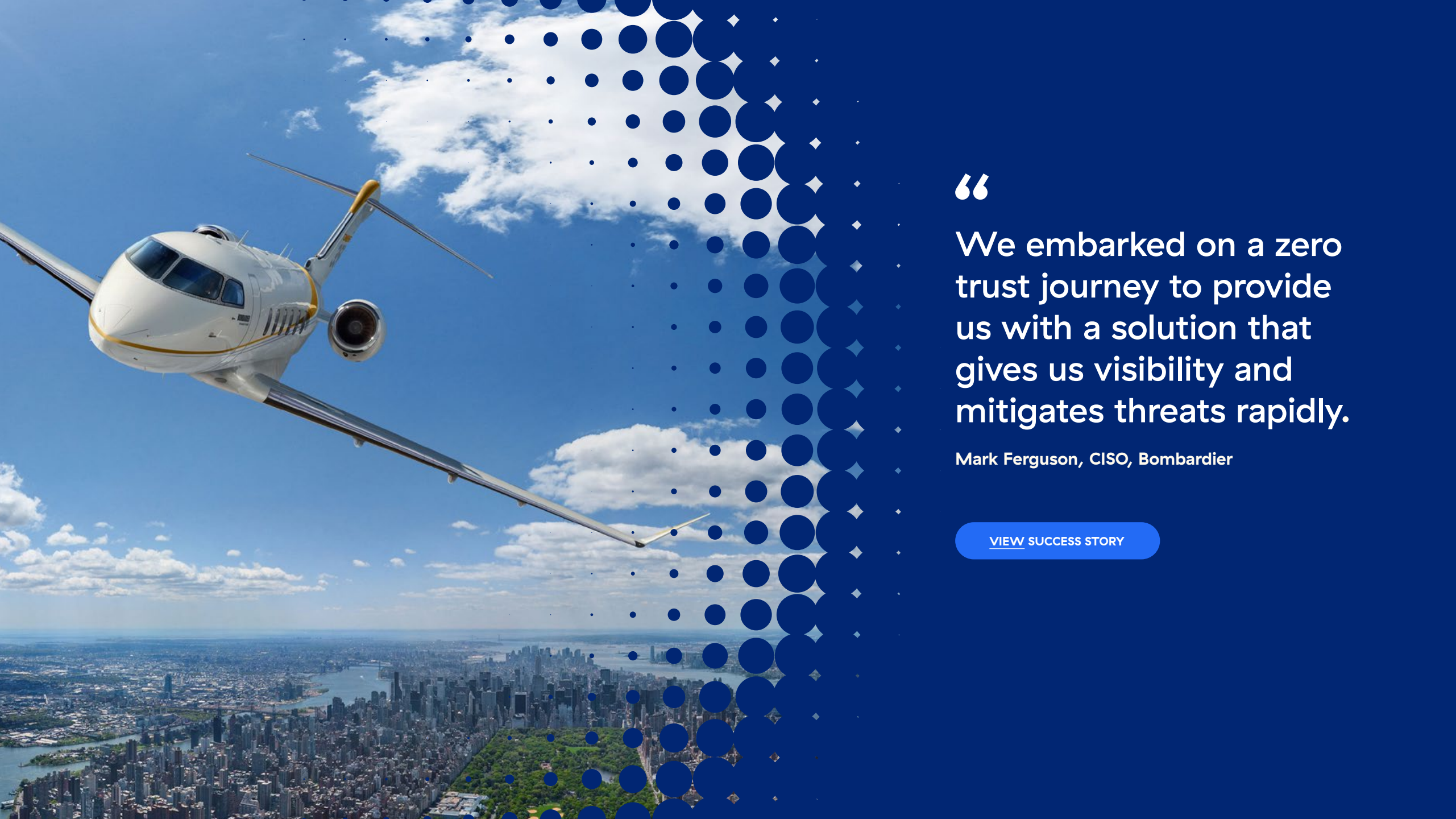
> "We embarked on a zero trust journey to provide us with a solution that gives us visibility and mitigates threats rapidly.

Mark Ferguson, CISO, Bombardier

VIEW SUCCESS STORY

Ciena Secures Digital Transformation Journey

50%

Cuts MPLS costs and help desk tickets by 50%

20%

Reduces application latency by 20%

Profile

Ciena is a networking systems, services, and software company that delivers best–in–class networking technology through high–touch consultative relationships.

Hanover, Maryland

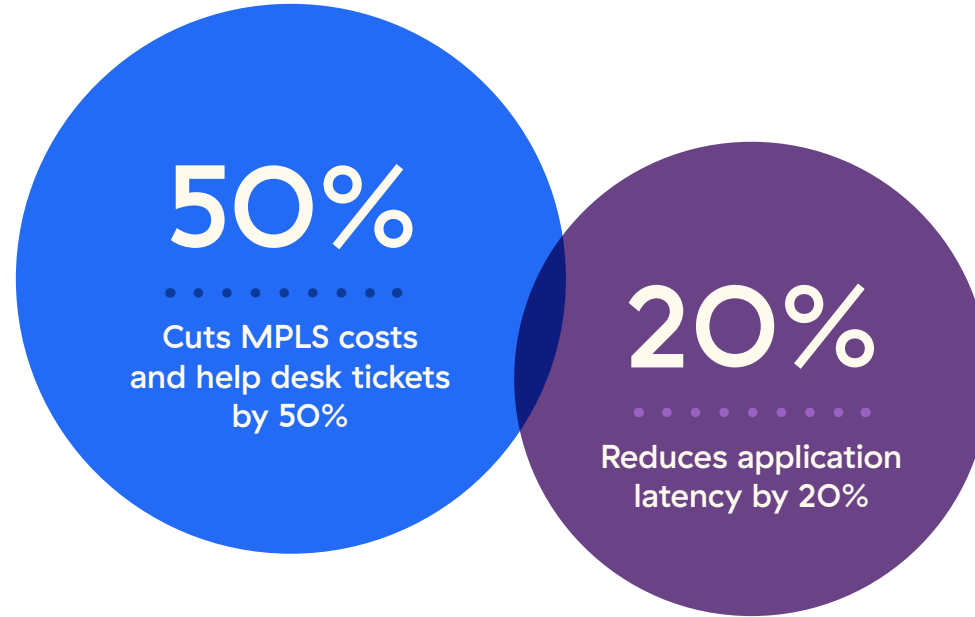**6,600+ employees in 35 countries**

Challenge

Raise the engagement level of all employees, specifically during daily meetings.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™
- Zscaler Digital Experience™
- Zscaler Firewall Advanced™

Outcomes

- Secures work–from–anywhere access to internet, SaaS, and private applications
- Cuts MPLS costs and help desk tickets by 50%
- Reduces application latency by 20%
- Improves user experience and doubles meeting participation
- Quickly resolves 95% of user experience issues, up from 25%.

> "
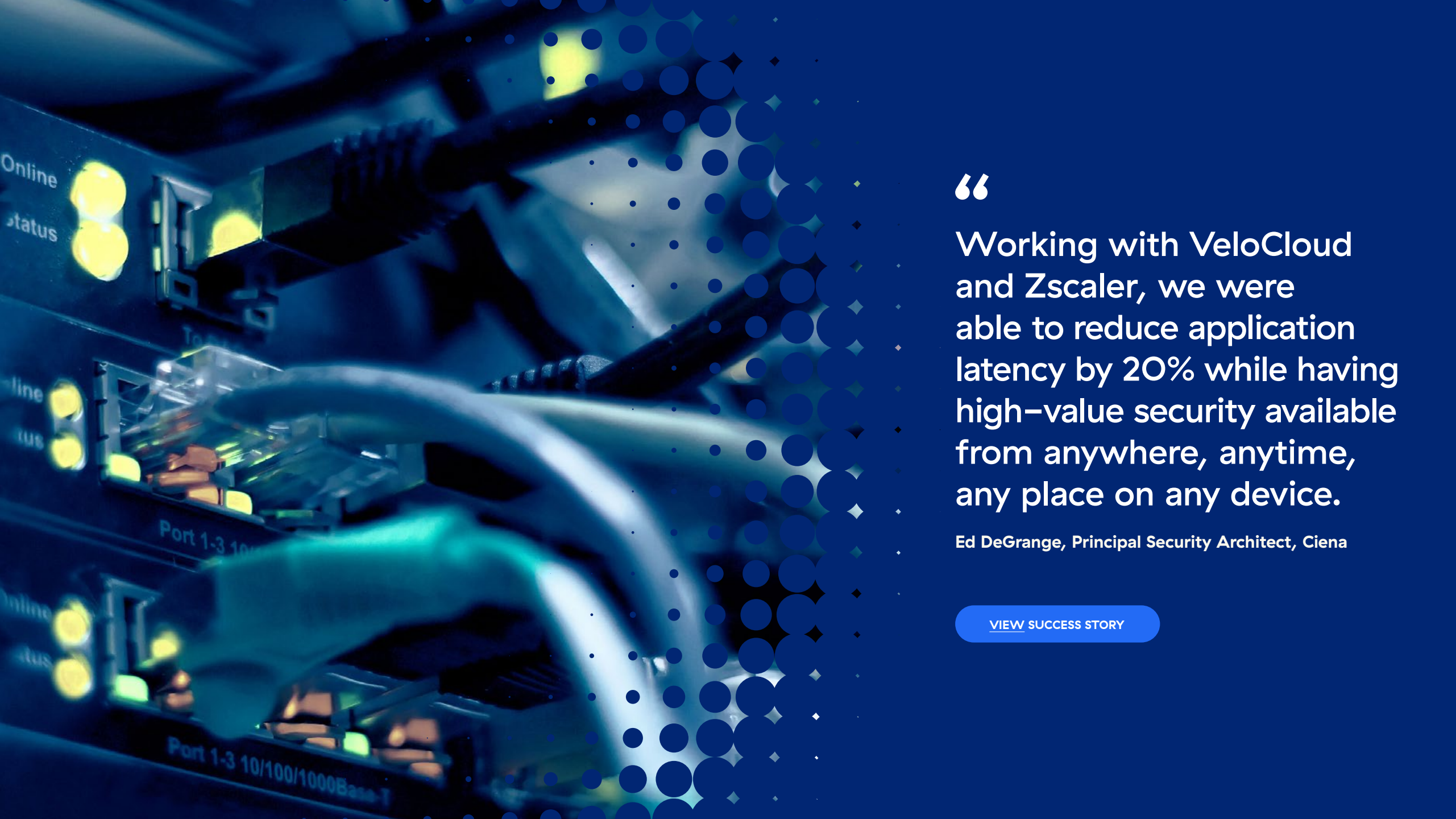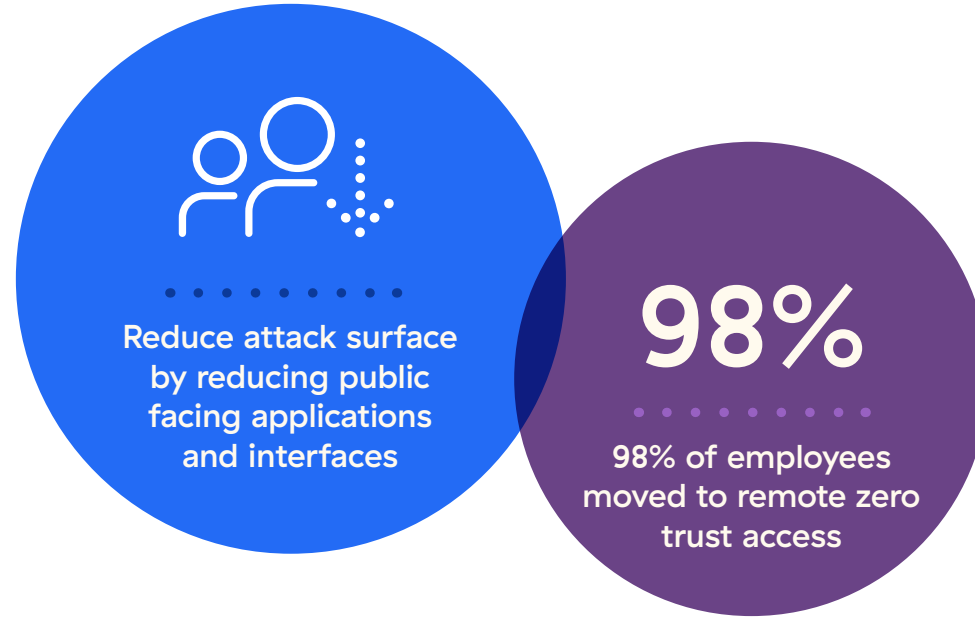> Working with VeloCloud and Zscaler, we were able to reduce application latency by 20% while having high-value security available from anywhere, anytime, any place on any device.

Ed DeGrange, Principal Security Architect, Ciena

VIEW SUCCESS STORY

GROWMARK

GROWMARK Keeps North American Food Production Secure

Reduce attack surface by reducing public facing applications and interfaces

98%

98% of employees moved to remote zero trust access

Profile

GROWMARK is a large agricultural cooperative serving customers in the US and Canada. The company provides customers with fuels, lubricants, crop nutrients, crop protection products, seed, construction services, equipment, and grain marketing assistance.

Bloomington, Illinois

500+ locations across 40 US states and Ontario, Canada

Challenge

Provide zero trust access to hundreds of on-premises and AWS-hosted apps while upgrading VPN public interfaces and technology.

Products

• Zscaler Zero Trust Exchange™

• Zscaler Internet Access™

• Zscaler Private Access™

Outcomes

• Sustains transition of 98% of employees to remote zero trust network access

• Provides secure remote access to internal applications on AWS with ZPA

• Reduces the attack surface by reducing the number of public-facing applications and interfaces

• Significantly improves the end user experience of running apps on AWS

• Strengthens security while reducing the administrative burden for IT.

> With ZPA and AWS, we get better security and more comprehensive visibility. We're able to be more compliant, and it's easier on our admins.

Eric Fisher, Director of IT Enterprise Systems, GROWMARK, Inc.

VIEW SUCCESS STORY

Jefferson Health Controls Cloud–First with Zscaler Workload Posture

2X
Doubles compliance scores, with a governance baseline established in the first four weeks

Gains visibility into known and unknown cloud workloads

Profile

Jefferson Health is a rapidly expanding multi–state nonprofit health system with locations in Pennsylvania, New Jersey, and Delaware. It is considered a top facility on US News & World Report's annual listing of the best hospitals and specialties.

Philadelphia, Pennsylvania

34,500 employees across 14 hospitals in three states

Challenge

Support rapid institutional growth, a cloud–first strategy, and M&A activity in the highly regulated healthcare industry.

Products

• Zscaler Zero Trust Exchange™

• Zscaler Workload Posture

Outcomes

• Achieves visibility and automated metric generation—implemented on the first day

• Performs immediate risk assessments and continuously automates remediation capabilities

• Gains visibility into known and unknown cloud workloads to quickly apply governance policies

• Enables business innovation, rapid growth, and a cloud–first approach

• Establishes secure workload posture across multiple clouds, including AWS.

"

Zscaler Workload Posture enabled us to establish a common language to drive cybersecurity collaboration.

Mark Odom, VP and CISO, Jefferson Health

VIEW SUCCESS STORY

Johnson Controls Secures Business and IT Digital Transformation

25K

Deployed WFA access to 25K users in two weeks

Frees up security operations
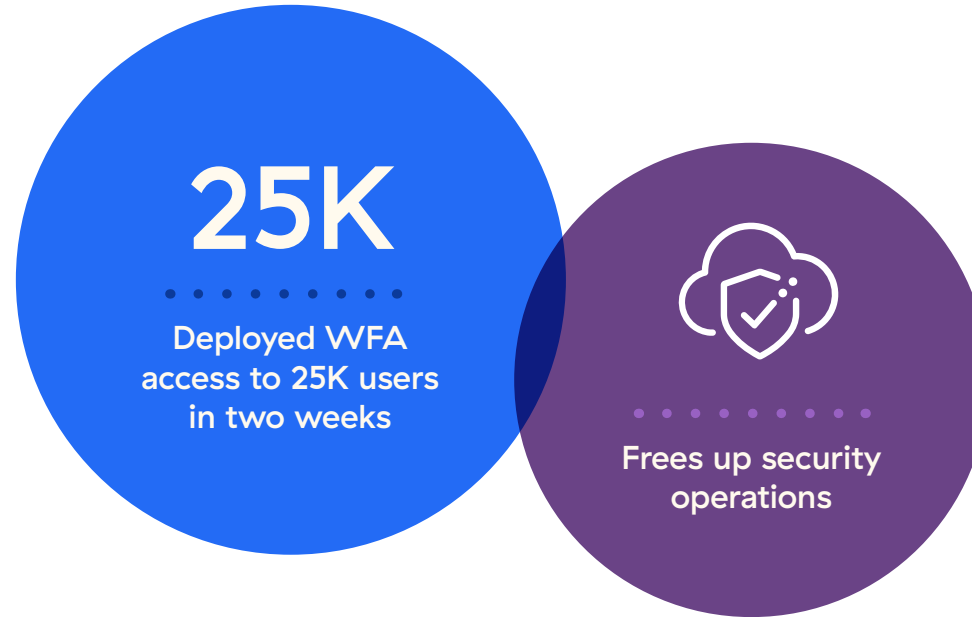
Profile

Johnson Controls International (JCI) produces fire, HVAC, and security equipment and services that create healthy, safe, sustainable buildings worldwide. In its push for continual innovation, it created OpenBlue, a cloud-based platform offering more than 20 digital services to its customers.

Glendale, Wisconsin

105,000 employees across 2,000 locations in 150 countries

Challenge

Support digital transformation of business and IT, including empowering work from anywhere.

Products

• Zscaler Zero Trust Exchange™

• Zscaler Private Access™

• Zscaler Internet Access™

Outcomes

• Deployed secure, remote WFA access to first 25,000 users in two weeks

• Improves performance and user satisfaction for remote users compared to VPNs

• Frees up security operations to focus on optimization, automation, and integration

• Dramatically expands visibility, agility, and flexibility globally

• Provides at-a-glance risk assessment with Executive Insights app.

"

Thanks to the Zscaler team for your technology and outstanding customer support. You make me feel like JCI is your number one priority at all times.

Maria Jose Lloret Crespo, IT Operations and Chief Technologist, Johnson Controls International

VIEW SUCCESS STORY

ManpowerGroup Secures Transformation of Entire Ecosystem

18 days
Deployed zero trust WFA access to 25K users in 18 days

97%
Reduced help desk tickets by 97%
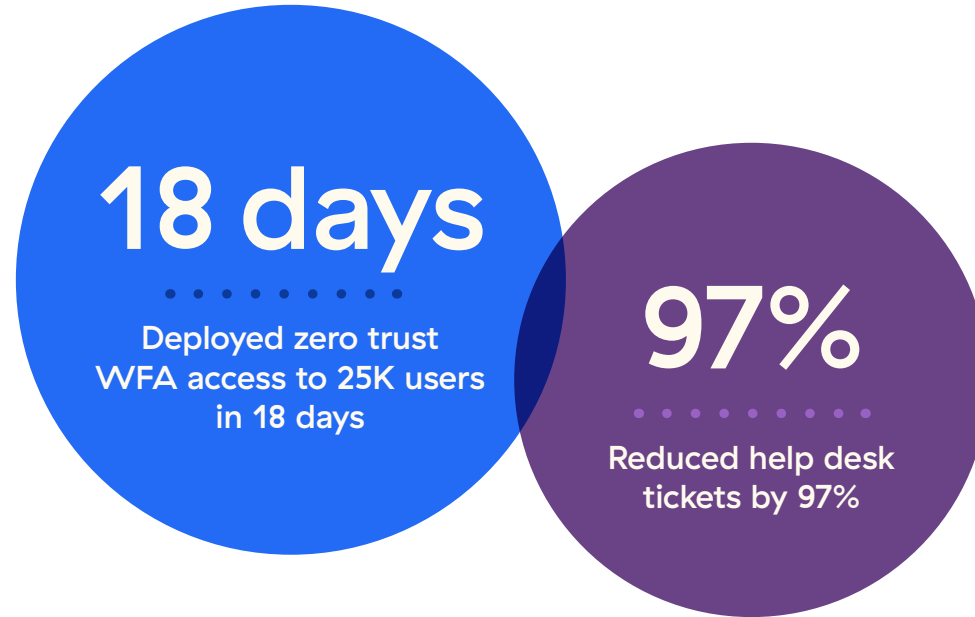
Profile

ManpowerGroup is the world's leading workforce solutions company. The Fortune 500 corporation develops innovative solutions for hundreds of thousands of organizations every year to address the complex workforce challenges that organizations face today.

Milwaukee, Wisconsin

30,000 + employees in 2,500 offices across 80+ countries

Challenge

Adopt a modern, unified remote access solution to improve the user experience and secure a distributed global workforce.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Private Access™
- Zscaler Internet Access™

Outcomes

- Deployed selective, zero trust WFA access for 25,000 users in 18 days
- Reduces security operations burden while adding resiliency and agility
- Improves user experience and saves administrative time by eliminating VPN upgrade
- Provides secure internet and SaaS access to a new country or franchise in less than three hours
- Accelerates securing of M&A and divestiture transitions.

> [Zscaler] allows us to very quickly either create trusted environments or to segregate out entities during those transition periods that happen during an acquisition.

Randy Herold, CIO and Chief Privacy Officer, ManpowerGroup

VIEW SUCCESS STORY

Mindbody Uplevels Security, Experiences, and M&A

50%

less time onboarding M&A employees

**Time to grant user access slashed from days to minutes**

Profile

Mindbody provides cloud–based online scheduling and other business management software for gyms, salons, spas, and others in wellness services. Today, 35 million consumers in more than 130 countries and territories use its software–as–a–service (SaaS) offerings.

San Luis Obispo, California

Services 58,000 health and wellness organizations worldwide
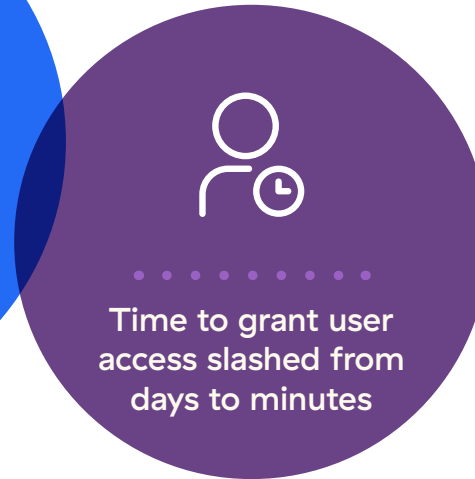
Challenge

Provide secure, effortless work–from–anywhere access to users, including developers and employees of newly–acquired companies.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Private Access™
- Zscaler Internet Access™

Outcomes

- Saves weeks——50% less time——onboarding employees of newly acquired companies
- Bolsters security posture with zero trust network access and device posture assessment
- Provides improved user experience and faster time to productivity
- Accelerates migration from on–premises data center to AWS cloud
- Deploys remote access five times faster than VPNs, and more securely.

> "
>
> The ease of using the services within the Zero Trust Exchange, both for end users and IT, simply blew away the competition.
>
> **Michael Jacobs, Deputy CISO, Mindbody**

VIEW SUCCESS STORY

Mobility ADO Powers Secure, Rapid Expansion

25.4M
Prevents policy violations: 25.4 million over three months

42.5K
Blocks threats: 42,509 over three months

Profile
Mobility ADO began operating in Mexico in 1939, running six buses from Mexico City to Veracruz. Today, the company is a global provider of bus, taxi, railway, and other transportation services and related amenities in eight countries.

Mexico City, Mexico

7,000+ employees in eight countries

Challenge
Provide faster, more secure access to the internet and cloud apps for a growing user base resulting from new business units and M&As.

Products
- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™

Outcomes
- Enhances the user experience and improves productivity
- Reduces management effort and saves time
- Prevents policy violations: 25.4 million over three months
- Blocks threats: 42,509 over three months
- Enables consistent security across the entire estate, including M&As.
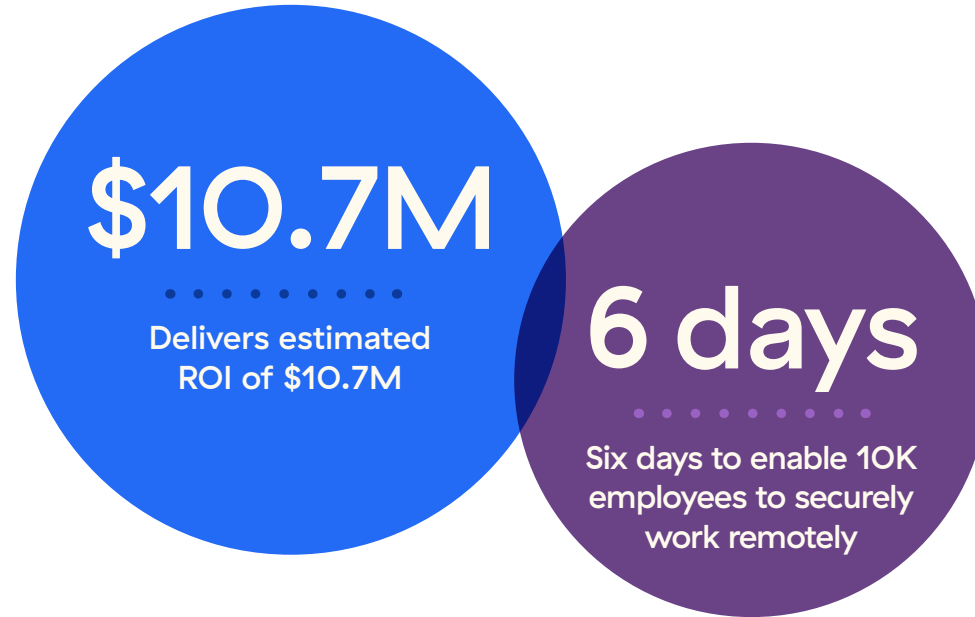
"

Zscaler is a critical component of our security architecture. I guess you can say we are a frontrunner when it comes to zero trust.

Hector Mendez, Chief Security Officer, Mobility ADO

VIEW SUCCESS STORY

New Jersey Judiciary Secures Virtual Courtrooms

$10.7M

Delivers estimated ROI of $10.7M

6 days

Six days to enable 10K employees to securely work remotely

Profile

The New Jersey Judiciary (NJJ) encompasses the New Jersey supreme court, 21 county courts, and 535 municipal and other lower courts. Each year, about seven million new cases are filed in these courts.

Trenton, New Jersey

10,000 employees; 175,000 users of the Judicial Case Management Program

Challenge

Implement a secure work–from–anywhere solution and zero trust security service edge (SSE) foundation.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Private Access™
- Zscaler Internet Access™
- Zscaler Digital Experience™
- Zscaler Cloud Access Security Broker
- Zscaler Cloud Data Loss Prevention

Outcomes

- Reaps estimated ROI of $10.7 million in reduced technology costs, operational efficiency gains, and more
- In six days, enabled 10,000 employees to securely work from anywhere
- Facilitates increase of virtual courtrooms from 40 to 400, in same six days
- Eliminates risk of lateral movement if a cyberattack occurs
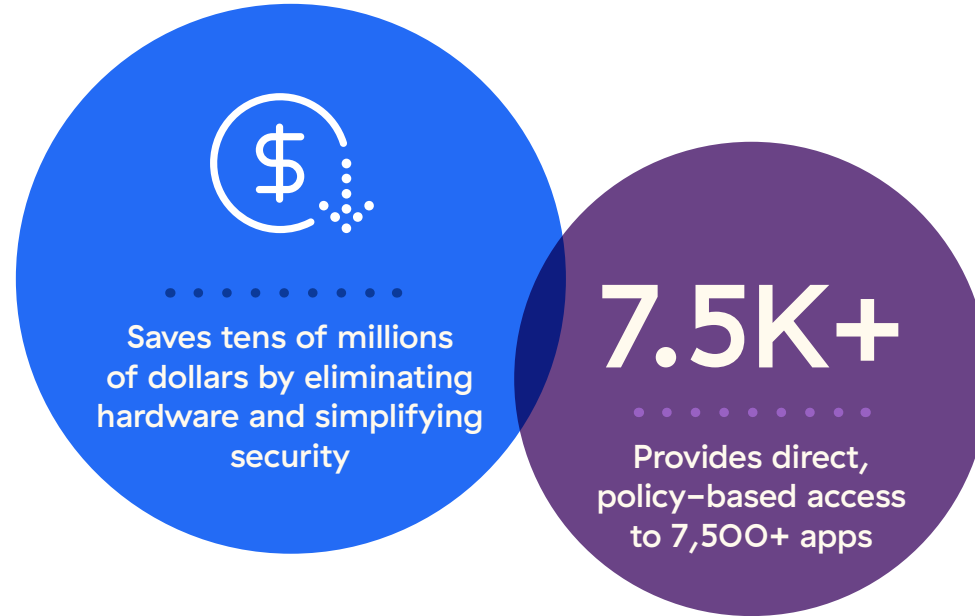- Allows consistent security policies regardless of user's location.

> "Thanks to Zscaler, we were able to complete six months of work in six days, securing our organization during the pandemic. Zscaler continues to be part of this strategic journey today.

Jack McCarthy, CIO, New Jersey Judiciary

VIEW SUCCESS STORY

NOV Secures Digital Transformation, Saving Millions

Saves tens of millions of dollars by eliminating hardware and simplifying security

7.5K+

Provides direct, policy–based access to 7,500+ apps

Profile

Formerly National Oilwell Varco, NOV supplies technical equipment and services to the global oil and gas industry. The Fortune 500 company conducts operations in more than 500 locations across six continents. The company's informal mantra: "We power the industry that powers the world."

Houston, Texas

27,000 employees in 60 countries

Challenge

Cut costs yet secures globally distributed enterprise, allowing employees and contractors to work from anywhere.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Private Access™
- Zscaler Internet Access™

Outcomes

- Gives employees and contractors direct, policy–based access to 7,500+ apps
- Slashes cyber risk with SSL decryption, sandboxing, intrusion prevention, and zero trust
- Shrinks machine reimaging from 100 times each month to less than two times
- Improves user experience and mobile workforce productivity
- Simplifies security administration with policy–based controls.

> "Our secure digital transformation has made NOV's business a lot more agile, saved millions of dollars, and reduced our cyber risk we are overachieving on our zero trust goals.

Alex Philips, Chief Information Officer, NOV

VIEW SUCCESS STORY

PROTEGRITY

Protegrity Boosts its Protection of Billions of Users' Data

Saves hours daily for SecOps

Slashes risk of data breach

Profile

A software and IT company specializing in data security, Protegrity secures the privacy of more than one billion individuals. With offices worldwide, the company offers professional services, software, and support to some of the largest retailers and credit card companies.

Salt Lake City, Utah

Serves companies worldwide and their 1B+ users

Challenge

Empower employees worldwide to access the internet, SaaS, and private applications quickly and securely.

Products

• Zscaler Zero Trust Exchange™

• Zscaler Private Access™

• Zscaler Internet Access™

• Zscaler Digital Experience™

Outcomes

• Saves hours daily for security administration

• Uplevels security with zero trust access and security service edge (SSE)

• Further reduces risk of data leakage with DLP and OCR

• Cuts troubleshooting user experience issues from hours to minutes.

> "
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> Our whole mission is to secure our customers' data. Being at the forefront with higher level security is important to us, which is why we invested in the Zero Trust Exchange.

Leo Lovishchuk, Cloud and Network Service Manager, Protegrity

VIEW SUCCESS STORY

Sanmina Revs Up Security, **Profitability, and M&A Strategies**

Reduces security updates from days to a few minutes

<1h

Enables deployment in less than one hour

Profile

Sanmina is a leading integrated manufacturing solutions provider. It provides end–to–end manufacturing solutions, delivering superior quality and support to Original Equipment Manufacturers (OEMs) across multiple sectors.

San Jose, California

35,000 employees across 20 countries and 6 continents

Challenge

Replace outdated VPN technology with AI–powered zero trust to reduce attack surfaces and secure application access.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Private Access™
- Zscaler Internet Access™

Outcomes

- Eliminates attack surfaces and mitigates risk by implementing an AI–powered zero trust platform
- Delivers high–performance private and public application access that enhances user experiences
- Improves M&A processes to support strategic growth initiatives
- Provides a scalable, expandable platform for continued security innovation in a perimeter–less world.
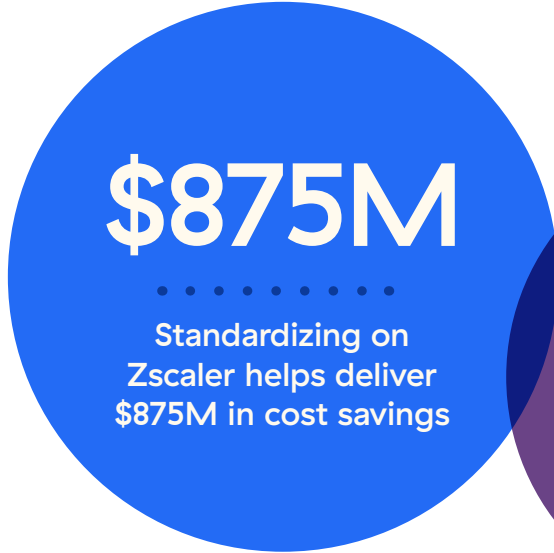
> " With the Zero Trust Exchange platform, employees experience high performance access, and the company considerably enhances data security.

Matt Ramberg, Vice President of Information Security, Sanmina Corporation

VIEW SUCCESS STORY

State of Oklahoma Implements Zero Trust and Improves Security

OKLAHOMA

$875M

Standardizing on Zscaler helps deliver $875M in cost savings

<48h

Gave 10K users secure access in <48 hours

Profile

The State of Oklahoma's Office of Management and Enterprise Services (OMES) is the state government's backbone, providing financial, property, purchasing, human resources, and information technology services to all agencies serving the state's c. 4M residents.

Oklahoma City, Oklahoma

34,000 employees across 90+ agencies serving 4 million state residents

Challenge

Reduce cyber risk with sustainable security foundation that enables working from anywhere.

Products

• Zscaler Zero Trust Exchange™
• Zscaler Internet Access™
• Zscaler Private Access™

Outcomes

• Gave 10,000 users in 90+ agencies secure direct access within 48 hours
• Helps deliver $875 million in cost savings from consolidation and standardization
• Reduces costs, increases productivity, and enhances user experience
• Dramatically improves the entire state's security posture
• Eliminates hundreds of monthly IT help desk tickets
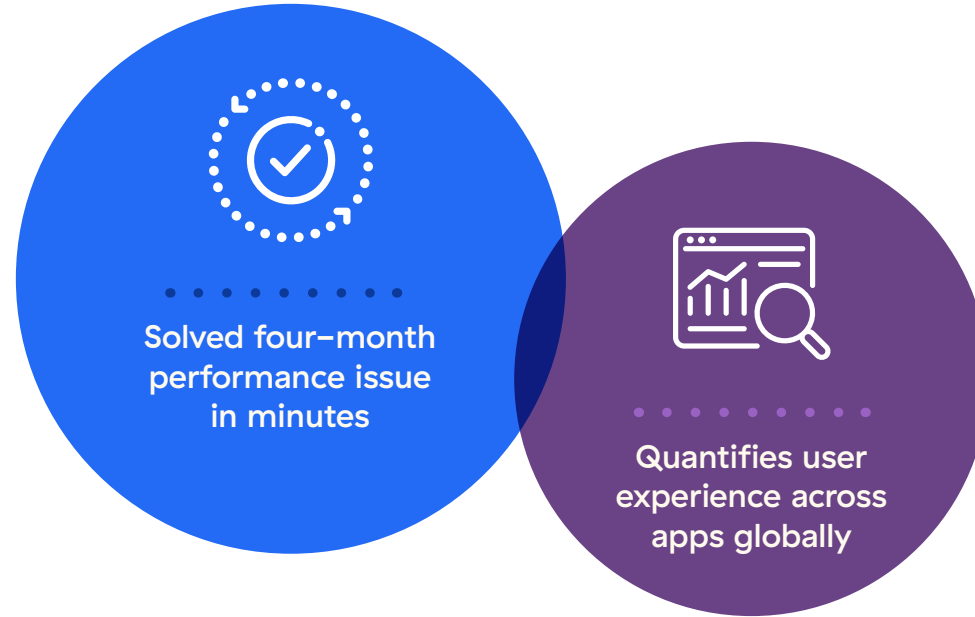• Provides five times faster secure access than legacy VPN solution.

"

We've completely changed the cybersecurity posture of the State of Oklahoma in the last 18 months — Zscaler played a big part in that.

Matt Singleton, CISO, State of Oklahoma

VIEW SUCCESS STORY

Verisk

Verisk Increases Modern Workplace Productivity

Solved four-month performance issue in minutes

Quantifies user experience across apps globally

Profile

Verisk is a global predictive analytics and decision-support firm, providing solutions to more than 70% of FORTUNE 100 enterprises. Customers rely on Verisk's advanced technologies to manage risks, enhance decision-making, and improve operating efficiency.

Jersey City, New Jersey

9,000 at 100+ offices in 34 countries

Challenge

Obtain the visibility and insights required for delivering premier modern workplace experiences.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Private Access™
- Zscaler Internet Access™
- Zscaler Digital Experience™
- Zscaler Sandbox Advanced™

Outcomes

- Pinpoints the source of a chronic four-month performance issue in minutes
- Achieves unified and centralized user experience visibility to help speed issue resolution
- Gains AI-powered analytics and real-time insights that quantify experiences across applications
- Improves IT efficiency by proactively identifying latency issues and device upgrade opportunities
- Supports the strategic all-cloud transformation and adoption of a zero trust security approach.

> "
>
> ZDX provides us with unified, granular, real–time insights into application, network, and endpoint device health.

Jeff Negrete, Vice President of Infrastructure and Operations, Verisk

VIEW SUCCESS STORY

West Fraser

West Fraser Accomplishes a Zero Trust Transformation

Deployed zero trust WFA access globally within weeks

hrs

For M&As, slashed app access from weeks to hours
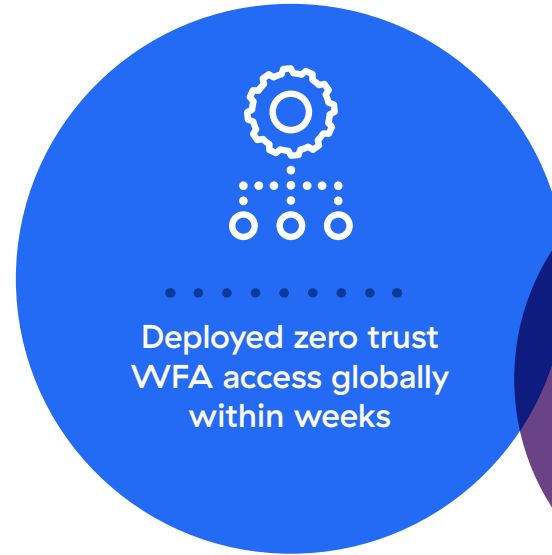
Profile

West Fraser Timber is one of the world's largest diversified wood products companies and the largest lumber producer in North America. West Fraser has grown significantly through acquisition, extending its presence in Canada and the US as well as reaching into Europe.

Quesnel, British Columbia

8,000+ employees across approximately 50 locations

Challenge

Simplify secure remote access and shrink time to productivity for employees of newly acquired companies.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Private Access™
- Zscaler Internet Access™

Outcomes

- Deployed zero trust work–from–anywhere access globally within weeks
- In one year, filtered approximately 3.5 billion events
- Prevented more than 745,200 policy violations
- Blocked 37,000+ cyberthreats, including 5,490 encrypted
- Simplified remote access for both IT and users
- Transformed network access strategy to zero trust.

> "Providing access to internal applications that would have involved weeks of planning and complicated architecture discussions are now resolved in a matter of hours.

Michael Dobson, Director of Information Security, West Fraser

VIEW SUCCESS STORY

EMEA

Browse customer success stories by region

BAKER&BAKER

Baker & Baker Boosts Enterprise Security by Nearly 90%

70%
cost savings by retiring VPNs

4M
Prevents four million policy violations
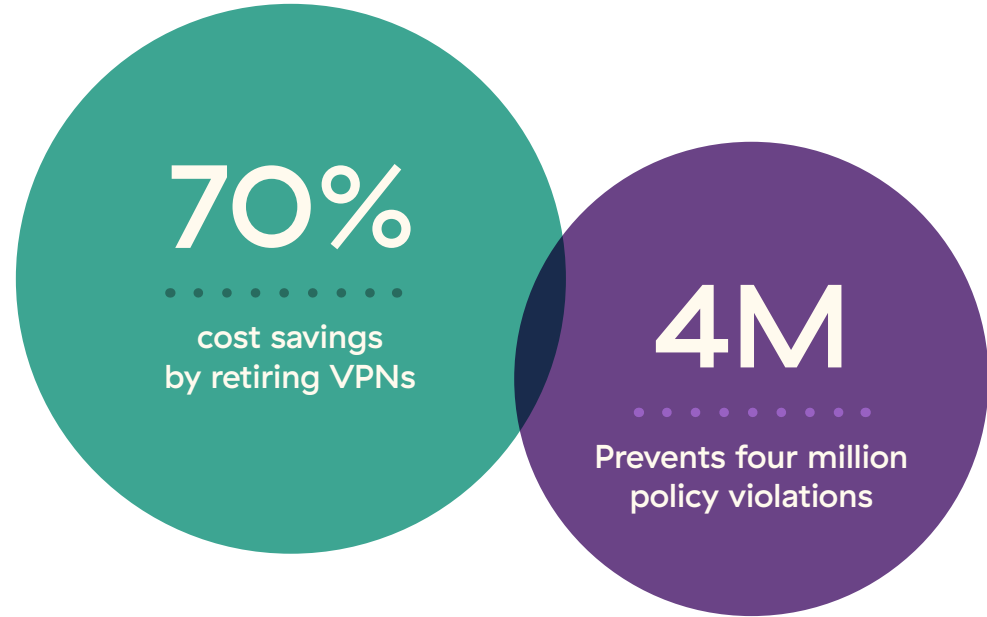
Profile

Baker & Baker is a European leader in the convenience bakery segment, operating across seven countries and 12 sites in the food service, retail, bakery, and wholesale channels. The company produces approximately 2,500 different bakery SKUs.

Wirral, UK

Operates 12 sites in 7 Countries

Challenge

Eliminate frequent malware disruptions with a zero trust approach.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™
- Zscaler Digital Experience™
- Zscaler Cloud Access Security Broker
- Zscaler Sandbox Advanced™
- Zscaler Firewall Advanced™

Outcomes

- Slashes ransomware disruptions, increasing employee productivity and reducing risks
- Saves 70% on costs by retiring VPNs and improves application performance
- Boosts overall protection by nearly 90% while reducing troubleshooting time from months to seconds
- Prevents four million policy violations and blocks 14,000 threats monthly
- Gains future–ready platform with an expanding array of comprehensive, integrated offerings.

> " "
>
> With our overall protection from all types of threats up nearly 90%, we can't wait to see what Zscaler has in store for us next.

Steffen Erler, Director IT Security and Network Services, Baker & Baker

VIEW SUCCESS STORY

careem

Careem Capitalizes on a Global Talent Pool Using Zscaler

20K

Reclaims 20,000 engineering hours

15K

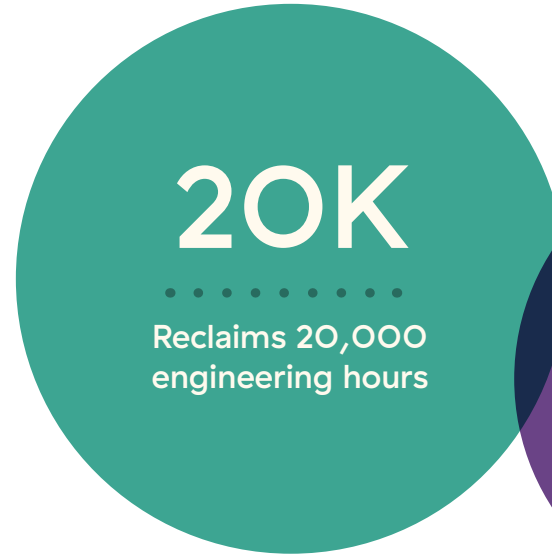Prevents 15,000 threat violations monthly

Profile

After pioneering the Middle East region's ride–hailing economy, Dubai–based Careem is now the provider of an everyday Super App with continuously expanding offerings for transportation, delivery, services, payments, and more.

Dubai, UAE

Operates in 100+ Cities with 16 offices in 14 Countries

Challenge

Attract top talent to power high–velocity business growth by replacing VPN and firewall technologies with a zero trust approach.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™
- Zscaler Digital Experience™
- Zscaler Cloud Access Security Broker
- Zscaler Cloud Data Loss Prevention

Outcomes

- Reclaims 20,000 engineering hours annually and lowers costs approximately 55%
- Improves issue resolution time by 62% and increases NPS 70% among colleagues and CSRs
- Mitigates risk by preventing about 15,000 threat violations monthly
- Reduces geopolitical and compliance complexities and enables M&A activities
- Obtains strong integrations with AWS, CrowdStrike, Okta, and VMware to support business objectives.

> **"**
>
> Zscaler is the proven leader for providing a complete, fully integrated, scalable, and reliable platform to address the multiple security challenges today's enterprises face.

Peeyush Patel, CIO and CISO, Careem

VIEW SUCCESS STORY

CMA CGM

CMA CGM Simplifies M&A and Secures Digital Transformation

2 days

Scaled ZPA from 400 users to 27,000 in two days

Simplifies M&A onboarding
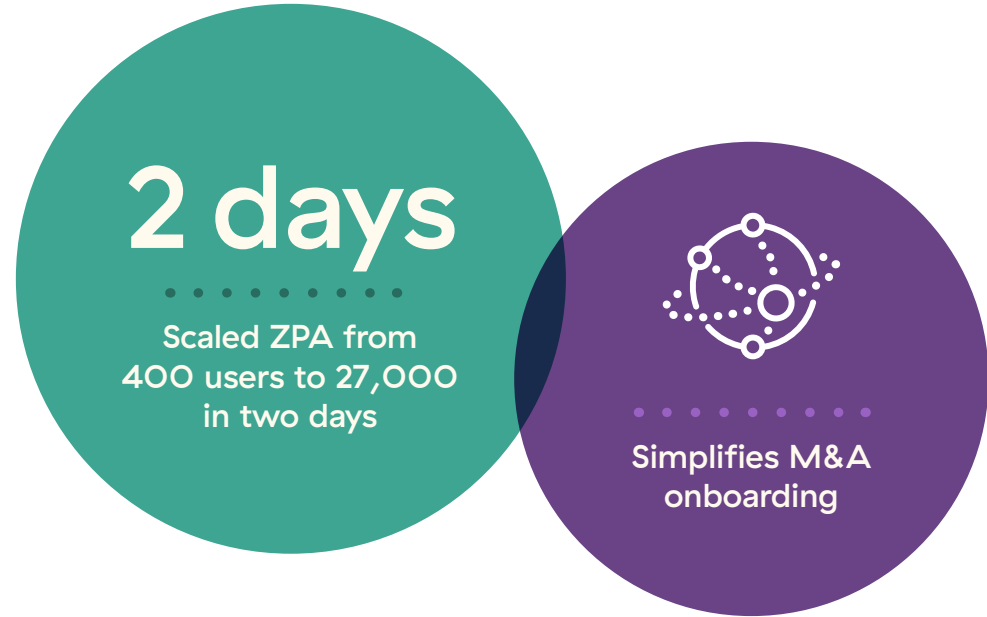
Profile

The CMA CGM Group is a world leader in shipping and logistics. Its 110,00 employees, 566 vessels, 755 offices, and 750 warehouses serve more than 420 ports around the world, on all five continents. The company is constantly innovating to offer new solutions.

Marseille, France

110,000 employees, 755 agencies in 160 countries

Challenge

Improve user experience and minimize risk as it embarks on digital transformation.

Products

• Zscaler Zero Trust Exchange™

• Zscaler Internet Access™

• Zscaler Private Access™

Outcomes

• Dramatically improves user experience while significantly bolstering security

• Provides easy visibility into user connections across 160 locations worldwide

• Used to mitigate an active attack immediately after proof of concept.
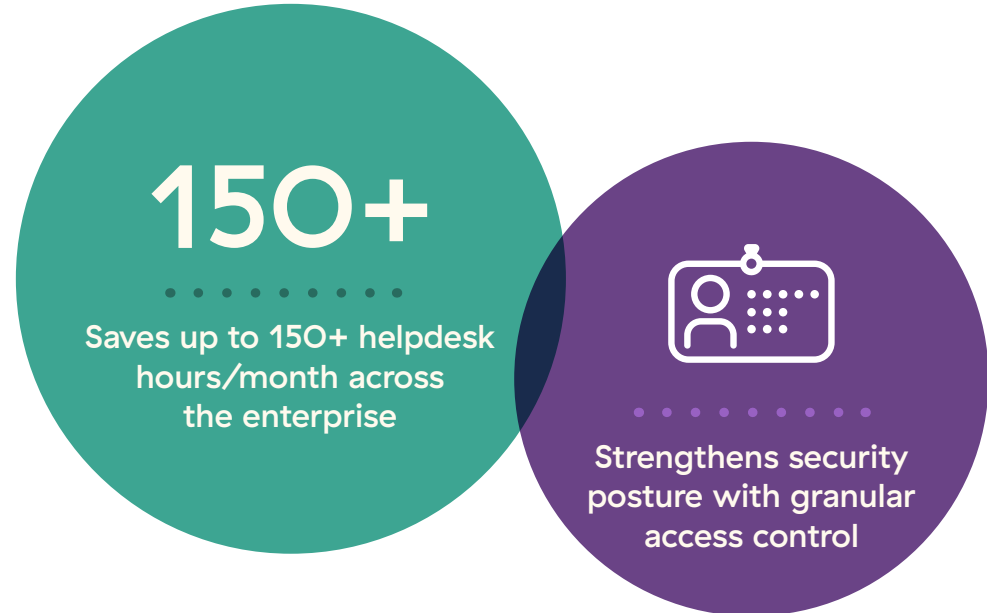
"

[With ZPA,] we have been able to go from 400 to 27,000 users within two days, while configuring application segmenting for each application required for business.

Michael Perrino, Group CIO, CMA CGM

VIEW SUCCESS STORY

Coats to Power IT and OT Security **with the Zero Trust Exchange**

15O+

Saves up to 15O+ helpdesk hours/month across the enterprise

Strengthens security posture with granular access control

Profile

Coats is the world's leading industrial thread company, providing products, services, and software solutions to the apparel and footwear industries. The company develops innovative and high–tech threads, yarns, and fabrics for use in multiple industries.

Uxbridge, UK

17,000 employees in 5O+ countries

Challenge

Provide users and systems with secure, fast, VPN–free access to cloud and private apps.

Products

• Zscaler Zero Trust Exchange™

• Zscaler Internet Access™

• Zscaler Private Access™

• Zscaler Digital Experience™

Outcomes

• Grants context–based anywhere access to employees and third parties

• Saves an anticipated 15O+ helpdesk hours monthly across the enterprise

• Simplifies worldwide compliance with PCI DSS, GDPR, and more

• Strengthens security posture with granular access control.

> "Zscaler will help us provide secure access for OT applications and workloads, as well as users and devices, based on a zero trust approach.

Benjamin Corll, VP of Cybersecurity, Coats

VIEW SUCCESS STORY

DB SCHENKER

DB Schenker Keeps Employees Safe with a Cloud Approach

Scales infinitely for secure access without the limits of VPN

4 wks
Rapid rollout – completed in c. four weeks
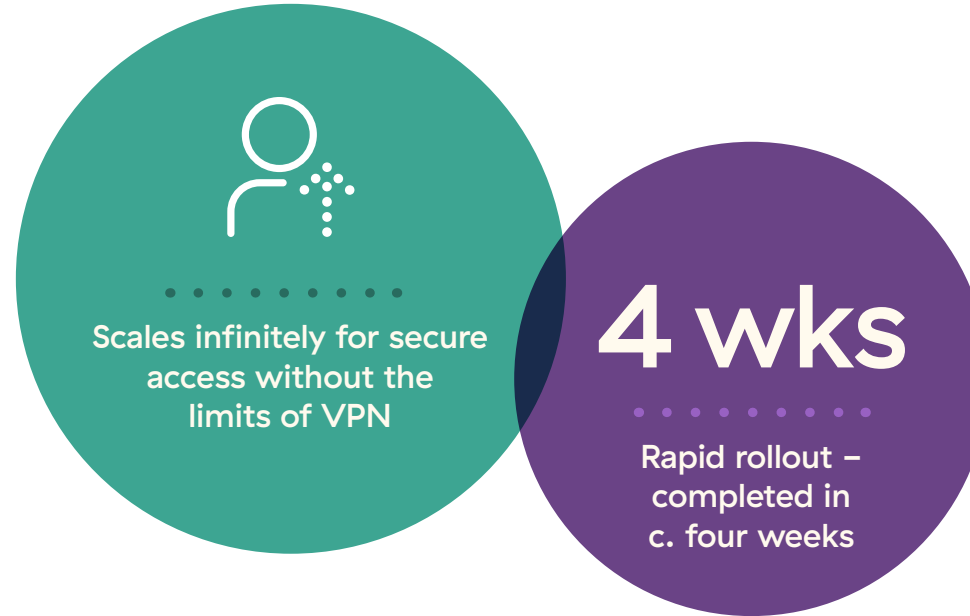
Profile

DB Schenker is one of the world's leading global logistics providers, supporting industry and trade in the global exchange of goods through land transport, worldwide air and ocean freight, contract logistics, and supply chain management.

Essen, Germany

76,000+ employees in 1,400+ branches across 80 countries

Challenge

Adopt a cloud–first solution that could scale to meet the company's needs without the limitations of a VPN.

Products

• Zscaler Zero Trust Exchange™

• Zscaler Private Access™

• Zscaler Internet Access™

Outcomes

• Scales infinitely for secure access without the shortcomings of VPN

• Enables rapid rollout——completed in approximately four weeks

• Maintains business continuity while keeping remote workers safe

• Supports a global workforce in compliance with regional regulations.

> "ZPA has been a key enabler to support DB Schenker's business continuity plan, which has resulted in our users not wanting to go back to traditional VPN connections.

Gerold Nagel, SVP, Global Infrastructure Services, DB Schenker

VIEW SUCCESS STORY

Falkirk Council Serves 160,000 Constituents using WFA

<1 wk

<1 week to deploy secure ZTNA for 1,000 teachers

50%

Slashes infrastructure and cybersecurity costs by 50%

Profile

Falkirk Council provides comprehensive local government services for its approximately 160,000 residents. The Council owns and manages about a quarter of all area housing stock and administers primary and secondary education for more than 30,000 students.

Falkirk, Scotland

Approximately 8,000 employees, including 3,000 educators and administrators
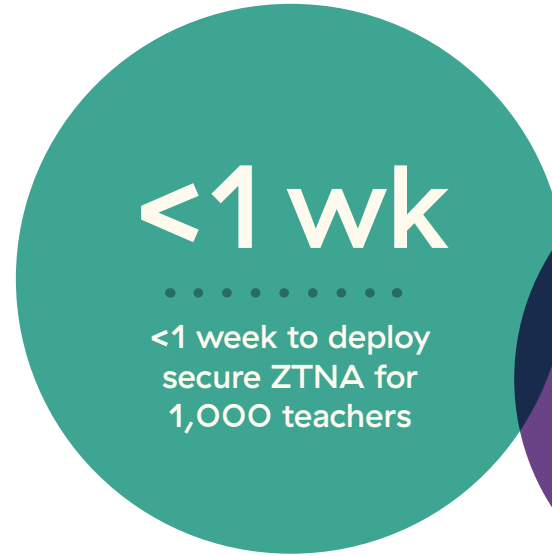
Challenge

Rapidly transition cybersecurity to a zero trust, cloud-centric approach to support work from anywhere.

Products

• Zscaler Zero Trust Exchange™
• Zscaler Internet Access™
• Zscaler Private Access™

Outcomes

• Establishes VPN-free, zero trust WFA access to internal apps and the internet
• Significantly boosts productivity while eliminating attack surfaces
• Deployed secure, zero trust network access to iPads for 1,000 teachers in less than a week
• Gives users stable, reliable, high-quality video conferencing and improves collaborative experiences
• Lays groundwork for future innovations to support government administrators and schools.

"

Compared with continuing to support our VDI infrastructure, our Zscaler–enabled environment will be half the cost.

Murat Dilek, Network, Infrastructure, and Cybersecurity Team Leader, Falkirk Council

VIEW SUCCESS STORY

MOLGROUP

MOL Group Accelerates Expansion and Maturity

50%

Reduces team size managing web content filtering by 50%

Yields significant operational cost savings
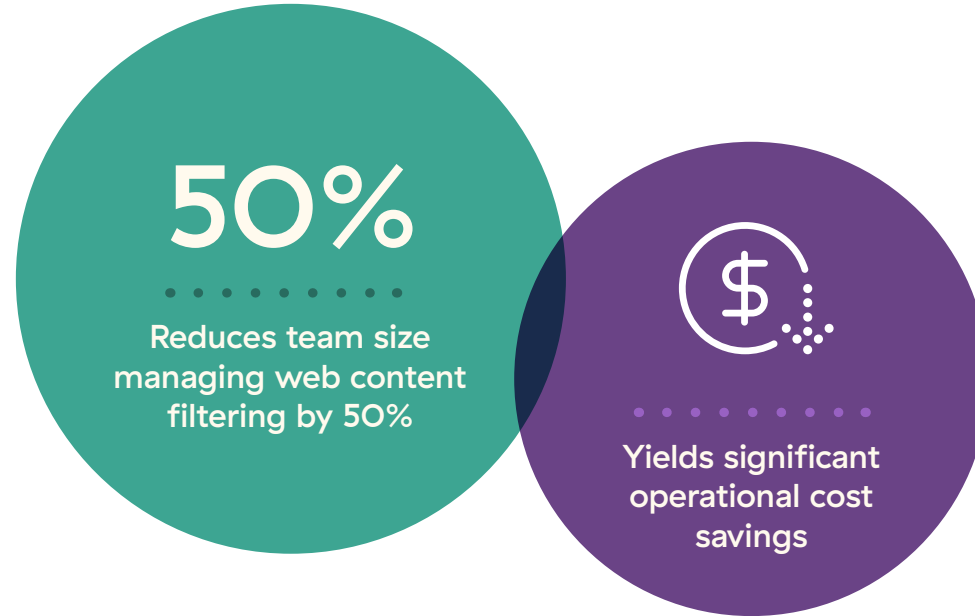
Profile

MOL Group has more than 85 years of experience with hydrocarbons and 30 years with CO_2 injection. The company operates three refineries and two petrochemical plants. It owns a network of approximately 2,000 service stations across Europe.

Budapest, Hungary

25,000 employees in 30 countries

Challenge

Evolve a consolidated zero trust architecture to accommodate a mobile workforce, rapid expansion, and new lines of business.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™
- Zscaler Firewall Advanced™
- Zscaler Digital Experience
- Posture Control™

Outcomes

- Provides an enhanced user experience
- Reduces the size of the proxy operations team managing web content filtering solutions by 50%
- Yields significant operational cost savings
- Decreases the number of help desk tickets substantially
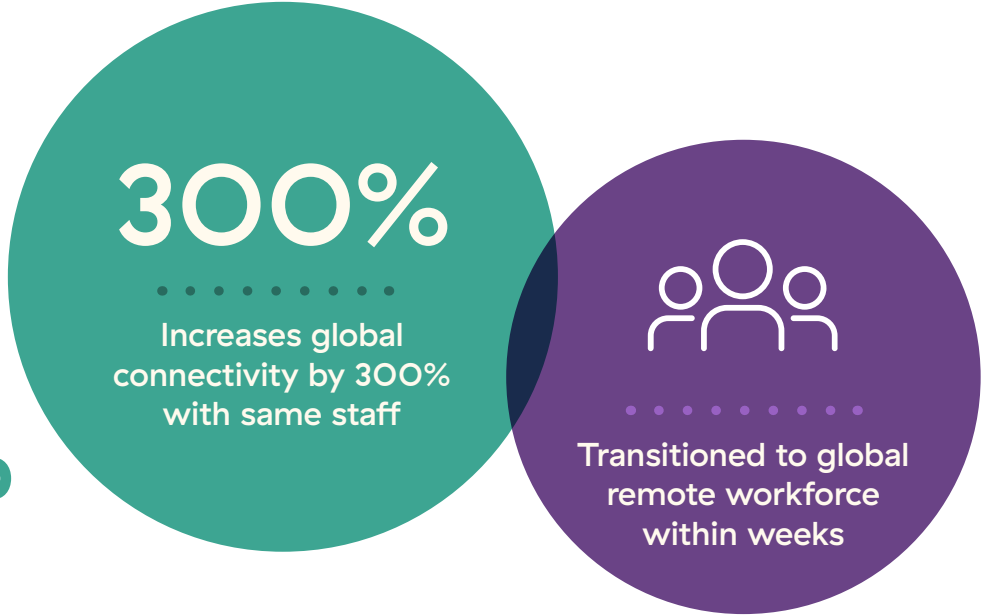- Increases overall cybersecurity engagement.

"

No other vendor could even come close to the Zscaler Zero Trust Exchange, which provides our users with a consistent experience.

Tamás Kapócs, Head of Cybersecurity Strategy & Architecture, MOL Group

VIEW SUCCESS STORY

PORSCHE
INFORMATIK GMBH

Porsche Informatik Modernizes Europe's Largest Auto Retail Group

300%
Increases global connectivity by 300% with same staff

Transitioned to global remote workforce within weeks

Profile

Porsche Informatik provides end–to–end IT services and digital capabilities to the automotive industry. A subsidiary of Porsche Holding, owned by Volkswagen AG, the company develops and maintains 160 software solutions used in services that help millions of automotive users in 22 countries.

Salzburg, Austria

34,000 employees across 22 countries

Challenge

Provide a frictionless experience for users wherever they are and innovative, resilient, and secure infrastructure services.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Private Access™
- Zscaler Internet Access™

Outcomes

- Expands ability to manage global connectivity by 300% without adding IT staff
- Boosts security posture globally with secure internet and SaaS access
- Empowers secure, work–from–anywhere access to private apps and the public cloud
- Transitioned to global remote workforce within weeks
- Simplifies security operations.

> We are able to manage our global connectivity footprint with the same number of people which were previously managing only 25% of the current footprint.

Peter Friedwagner, Head of Infrastructure and Cloud Services, Porsche Informatik

VIEW SUCCESS STORY

SANDVIK

Sandvik Embraces Zero Trust and Empowers 35,000 Users

<5 days
In <5 days, transitioned 20K global employees to WFA ZTNA

Cuts security connector configuration from hours to seconds

Profile

Sandvik Group is a global high–tech and engineering company. Founded in 1862, Sandvik holds approximately 6,000 active patents in industrial tools and tooling, mining and construction equipment, and advanced stainless steel and special alloys.

Stockholm, Sweden

37,000 employees at nearly 600 sites in 140 countries

Challenge

Establish zero trust network access rapidly and smoothly to enable WFA transformation.

Products

• Zscaler Zero Trust Exchange™
• Zscaler Internet Access™
• Zscaler Private Access™

Outcomes

• Minimizes attack surfaces and access barriers by reducing VPNs
• Significantly improves user experiences
• Reduces time spent configuring security connectors from over an hour to seconds
• Effectively segments network access using policy–based tools to speed performance
• Uncovers and protects applications previously unknown to corporate IT.
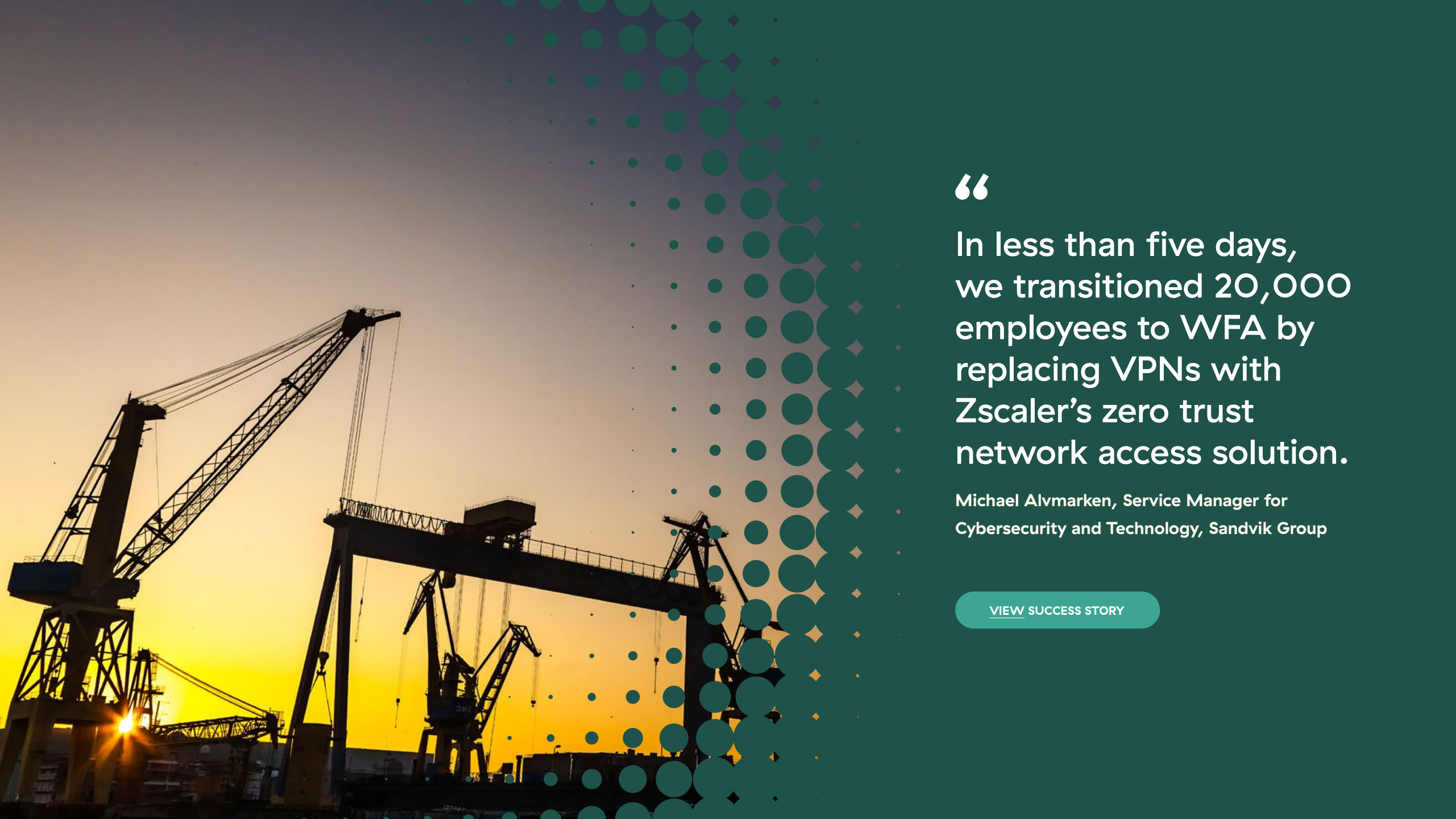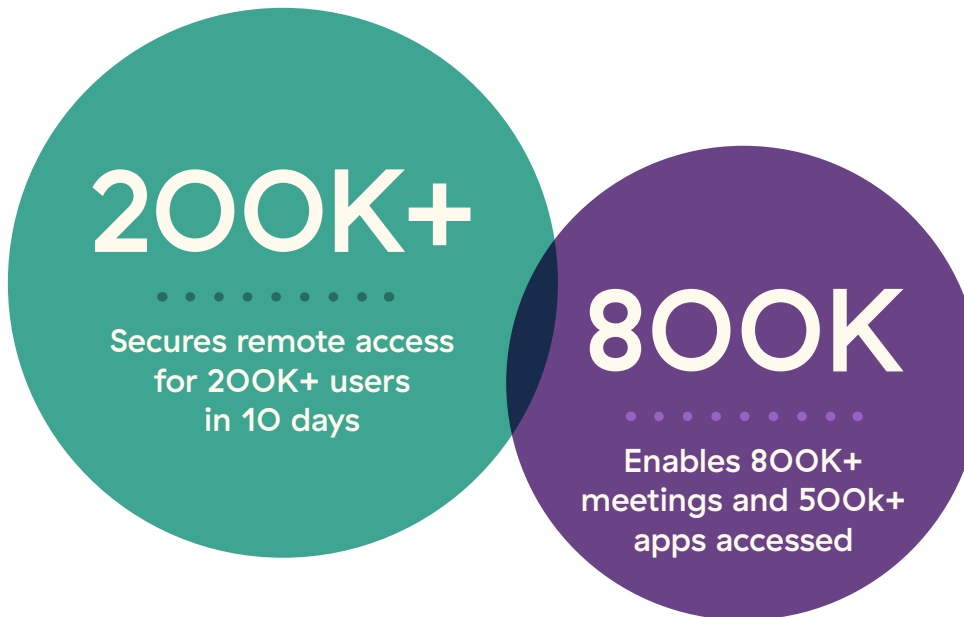
> " In less than five days, we transitioned 20,000 employees to WFA by replacing VPNs with Zscaler's zero trust network access solution.

Michael Alvmarken, Service Manager for Cybersecurity and Technology, Sandvik Group

VIEW SUCCESS STORY

SIEMENS

Siemens AG Moves 360K+ Employees to the Cloud with Zscaler

200K+

Secures remote access for 200K+ users in 10 days

800K

Enables 800K+ meetings and 500k+ apps accessed

Profile

Siemens is a leader in power generation and distribution, intelligent infrastructure, and distributed energy systems. For over 175 years, the company has developed technologies that support multiple industries including manufacturing, energy, healthcare, and infrastructure.

Munich, Germany

300,000 employees in 192 countries

Challenge

Overhaul, optimize, and automate infrastructure, move 360K+ employees to the cloud, and integrate and secure mobile endpoints.

Products

• Zscaler Zero Trust Exchange™

• Zscaler Private Access™

• Zscaler Internet Access™

• Posture Control™

• Zscaler Workload Communications™

Outcomes

• Secures remote access for 200K+ users in 10 days

• Enables 800K+ meetings held and 500k+ apps accessed remotely

• Implements and extends zero trust security in IoT/OT environments

• Ensures great user experiences and enhances visibility.

> ❝
>
> Zscaler is a proven partner for us, with industry–leading technology enabling secure digital transformation. Happy to be a partner of Zscaler and vice versa.
>
> **Hanna Hennig, CIO, Siemens AG**

VIEW SUCCESS STORY

APJ

Browse customer success stories by region

Cerebral Palsy Alliance Strengthens Security Posture **with Zscaler**

4 wks

In four weeks, implemented zero trust internet access

Safe, fast internet and SaaS access from anywhere

Profile

Through its 18 centers and online programs, the Cerebral Palsy Alliance offers a comprehensive range of neurological and physical supports for people with cerebral palsy and other neurological and physical disabilities. These include clinical management, therapy, and more.

Allambie Heights, New South Wales

18 sites across New South Wales

Challenge

Empower staff to safely use the internet and SaaS applications from anywhere.

Products

• Zscaler Zero Trust Exchange™

• Zscaler Internet Access™

Outcomes

• Implemented zero trust direct–to–internet access in just four weeks

• Provides safe, fast internet and SaaS access from anywhere

• Protects staff and data with AI–powered, integrated security service edge (SSE)

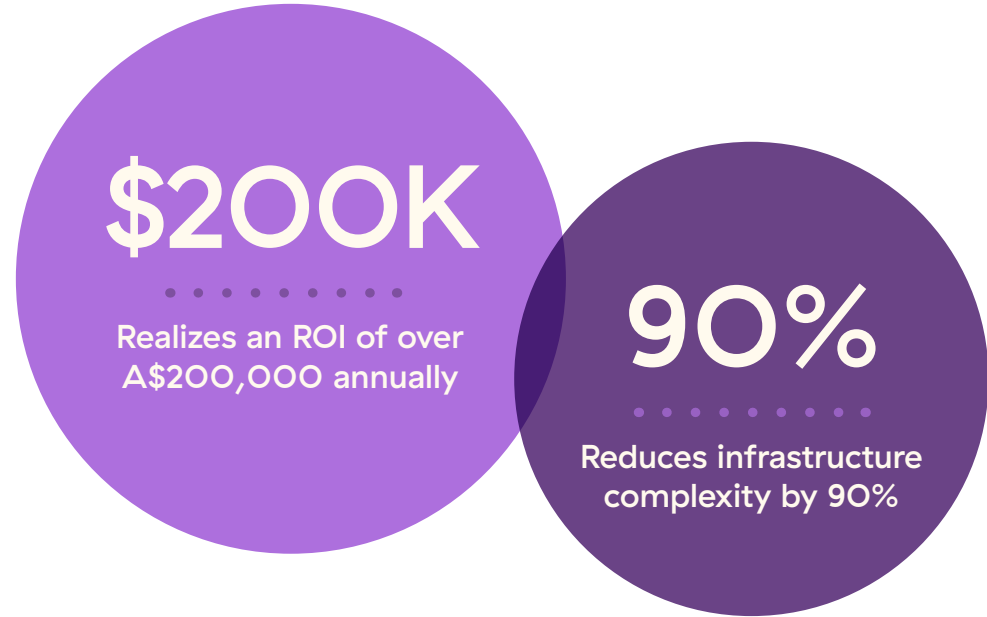• Facilitates decision making with out–of–the box analytics and reporting.

"

Right from the beginning, engaging Zscaler has been nothing short of amazing….the solution provided benefits well above my expectations.

Nathan Lightfoot, Chief Technology Officer, Cerebral Palsy Alliance

VIEW SUCCESS STORY

Commonwealth Superannuation Corporation

CSC Secures App Access and Saves A$200,000 Annually

$200K

Realizes an ROI of over A$200,000 annually

90%

Reduces infrastructure complexity by 90%

Profile

For over 100 years, the Commonwealth Superannuation Corporation (CSC) has provided financial advice, retirement planning, superannuation, and retirement services to Australian Government employees, employers, and Defense Force members.
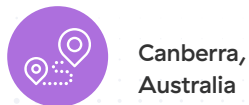
Canberra, Australia

Serves 700,000+ individuals

Challenge

Replace VPNs and firewalls with zero trust access for secure business transformation.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™
- Zscaler Digital Experience™
- Zscaler Sandbox Advanced™
- Zscaler Firewall Advanced™
- Zscaler Cloud Access Security Broker

Outcomes

- Reduces infrastructure complexity by 90%
- Decreases overall management overhead by 30%
- Improves user experience by up to 70%
- Speeds help desk issue resolution by 30%
- Prevents an average of seven million policy violations monthly.

> We've improved user experiences up to 70% and reduced complexity over 90%. Overall, we've lowered management overhead 30% with the Zero Trust Exchange.

John Pratezina, Senior Network Operations Administrator, CSC

VIEW SUCCESS STORY

Godrej Implements True Zero Trust Security with Zscaler Deception

Increases visibility over network environment and improves threat detection

Gains ability to detect when a user is compromised

Profile

Established in 1897, the Godrej Group today enjoys the patronage of 1.1 billion consumers globally across consumer goods, real estate, appliances, agriculture, and many other businesses with a revenue of over USD 4.1 billion.

Mumbai, India

1.1B users in 90 countries

Challenge

Modernize security and improve visibility over users and environments with zero trust.

Products

• Zscaler Zero Trust Exchange™

• Zscaler Private Access™

• Zscaler Internet Access™

• Zscaler Deception™

Outcomes

• Gains ability to detect when a user is compromised

• Increases visibility over network environment and improves threat detection

• Implements a cloud–delivered zero trust architecture

• Decreases security operations burden with reduced false positives.

"

When we combine ZPA with Zscaler Deception, we are able to detect compromised users and active network threats, which could otherwise slip in low-visibility areas.

Satvayrat Mishra, AVP of Corporate IT, Godrej Industries

VIEW SUCCESS STORY

![L&T Financial Services logo] **L&T Financial Services**

L&T Financial Services Supports Cloud Transformation

110
....
Eliminates 110 different types of threat management devices

40%
....
Achieves nearly 40% improvement in endpoint security

Profile

L&T Financial Services is the brand name of L&T Finance Holdings Limited. With more than 24,000 employees and over 1,700 locations, LTFS offers a diverse range of rural, retail, housing, investment management, and infrastructure financial products and services.

Mumbai, India

24,000+ Employees, 195+ Branches, and 1500+ Micro Lending Centers
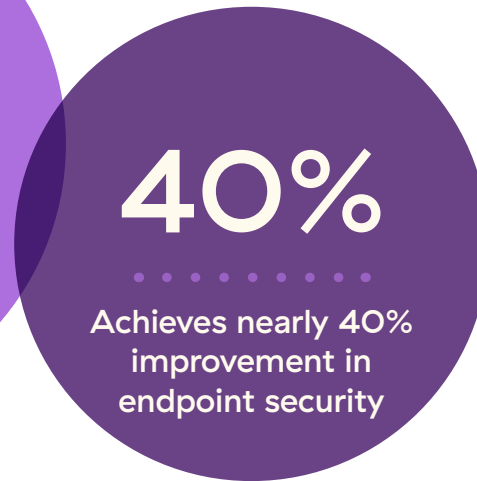
Challenge

Support a digital transformation that relies on cloud applications and infrastructure.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™

Outcomes

- Eliminates 110 different types of threat management devices for a unified, streamlined environment
- Reduces access–related support tickets to almost zero
- Realizes significant savings on security hardware, software, and management
- Gains granular visibility, data, and reporting to remediate risks and adopt predictive analytics.

"

Instead of deploying, updating, and maintaining 110 different security appliances, we now have a unified solution.

Mohd Imran, Group Head of Information Security, L&T Financial Services

VIEW SUCCESS STORY

Mahindra

Mahindra Group Enables Secure Transformation with Zscaler

Creates secure digital experiences for customers

Improves IoT/OT security with zero trust policies

Profile

Mahindra Group is an India–headquartered global group of companies spread over India, North America, and Europe, with interests in automobile, farm and agriculture, finance, technology, logistics, real estate, and more.

Mumbai, India

40,000+ employees in 100+ countries
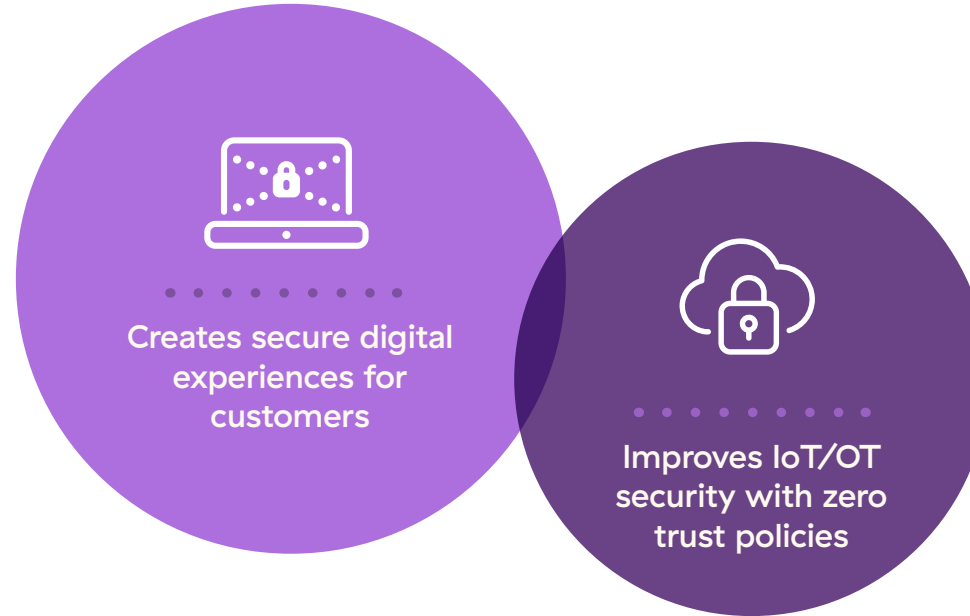
Challenge

Digitizing the customer/employee journey, leveraging data with AI and ML, and cloud adoption for agility and innovation.

Products

• Zscaler Zero Trust Exchange™

• Zscaler Internet Access™

• Zscaler Deception™

• Zscaler Cloud Data Loss Prevention

Outcomes

• Creates secure digital experiences for customers for both digital and physical transactions

• Improves IoT/OT security with zero trust policies

• Leverages AI and ML to gain real–time data insights

• Enhances Microsoft suite through close Zscaler partnership

• Furthers ESG initiatives through sustainable cloud usage.
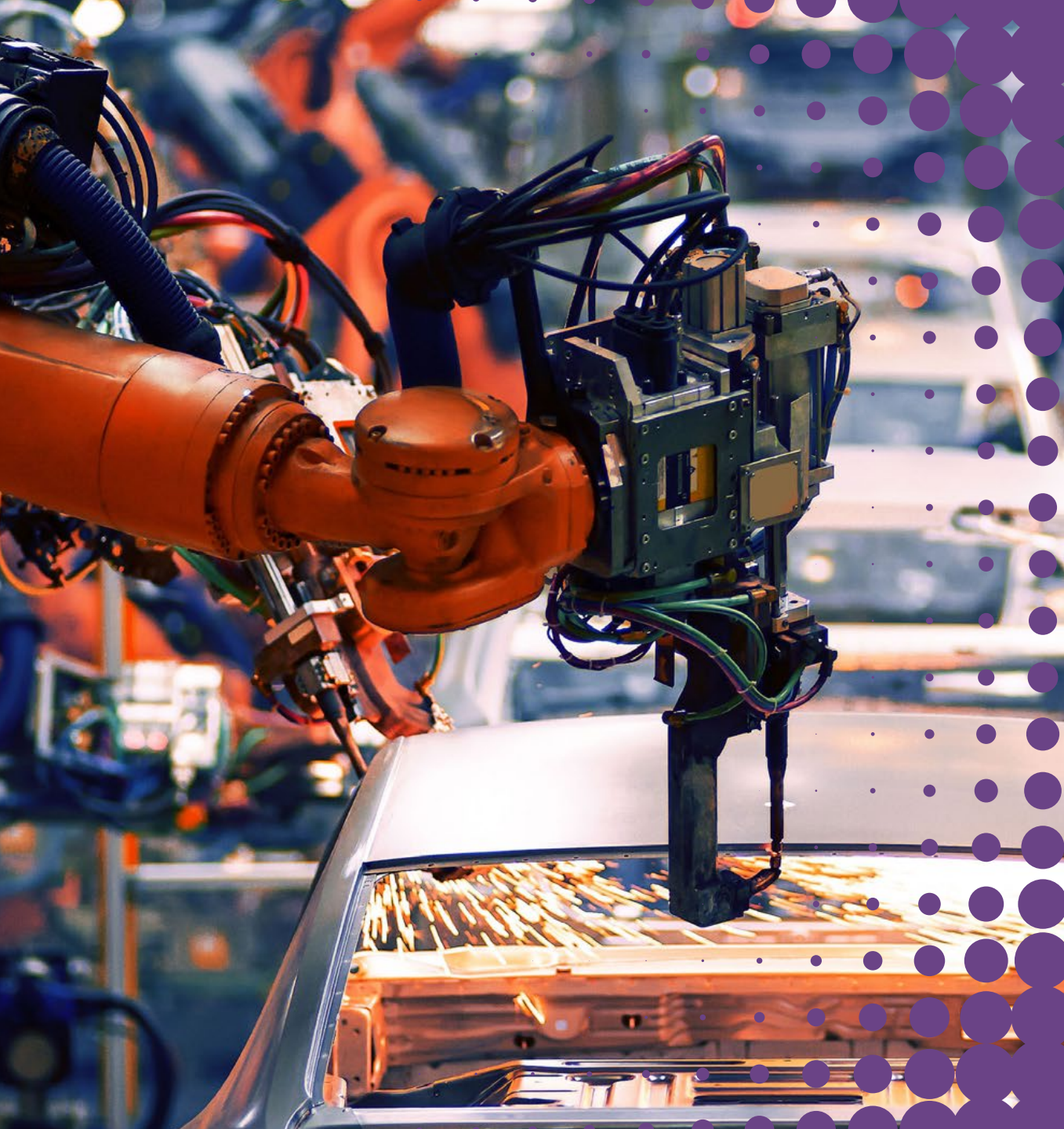
> "
>
> The main advantage of adopting the Zero Trust Exchange is around collaboration, agility, and the time-to-market to release product after product.

Mohit Kapoor, Group CTO, Mahindra Group

VIEW SUCCESS STORY

Marico Improves Security Posture and User Experience

20%

Improves overall security by more than 20%

Reduces management costs

Profile

A rapidly growing multinational beauty and wellness company, Marico is also the largest producer of coconut oil worldwide. Built on a culture of innovation, the company touches the lives of one in three Indians through its brand portfolio and operates throughout Asia and Africa.

Mumbai, India

Operates in 25 countries

Challenge

Coordinate a consistent security posture across all development teams and gain visibility for meeting compliance requirements.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Private Access™
- Zscaler Internet Access™
- Zscaler Digital Experience™
- ZPA Private Service Edge

Outcomes

- Ensures workers enjoy smooth, seamless access experiences whether on–site or remote
- Provides granular security controls while supporting company culture
- Streamlines compliance across multiple geographies
- Enhances ability to rapidly scale while simultaneously reducing management costs.
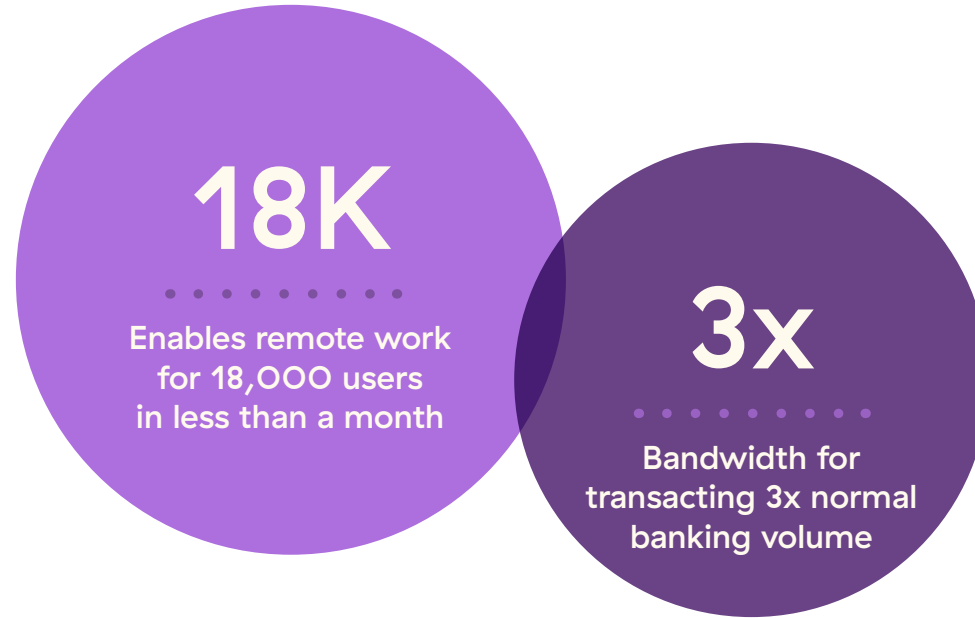
> One of the biggest benefits of adopting Zscaler has been increasing our security and reducing costs without compromising user experiences.

Mayuresh Purandare, Head of IT Infrastructure & Security, Marico

VIEW SUCCESS STORY

How National Australia Bank Adopted Remote Work with Zscaler™

18K

Enables remote work for 18,000 users in less than a month

3x

Bandwidth for transacting 3x normal banking volume

Profile

National Australia Bank (NAB) is one of Australia's "Big Four" financial institutions, and serves consumer and commercial interests in Australia, New Zealand, and across Asia. Its IT organization supports business operations for more than 1,500 branches.

Melbourne, Australia

35,000 employees across 8 countries

Challenge

Transform the business in a way that fosters growth but also adheres to strict data–privacy requirements and keeps risk low.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Private Access™
- Zscaler Internet Access™

Outcomes

- Enables remote work for 18,000 users in less than a month
- Creates bandwidth for transacting what was three–to–four times normal banking volume
- Migrates away from expensive legacy VPN hardware
- Reduces threat surface area dramatically.

> " Because Zscaler is a cloud–based service, it scales beautifully... we didn't need to build out additional infrastructure. It was the obvious solution.

Steve Day, Executive for Enterprise Technology, National Australia Bank

VIEW SUCCESS STORY

Takeda Pharmaceutical Empowers Users Worldwide

Displaces VPNs and slashes NGFWs from 32O to < 2O

Simplifies security administration

Profile

The oldest pharmaceutical company in the world, Tokyo–based Takeda Pharmaceutical Company has more than 6O office and research locations in 11O countries around the world. From its Cambridge, Massachusetts offices, Takeda's IT team manages systems for its global workforce.

Tokyo, Japan

47,000 employees in 11O countries

Challenge

Replace VPNs with secure remote access from anywhere worldwide.

Products

• Zscaler Zero Trust Exchange™

• Zscaler Private Access™

• Zscaler Internet Access™

Outcomes

• Reaps significant cost savings from retiring network hardware

• Simplifies security administration

• Improves user experience for both end users and operations

• Provides policy–based, secure remote access from anywhere

• Displaces VPNs and slashes NGFWs from 32O to less than 2O

• Accelerates the company's zero trust journey.

> "Now IT can provide an app-by-app approach to give folks what they need, and not have to over-provision access. We're much more flexible with what we can provide.

Mike Towers, Chief Digital Trust Officer, Takeda Pharmaceutical Company

VIEW SUCCESS STORY

Watercare

Watercare Secures Vital Services for 1.7M Residents

<½ day

. . . .

< ½ day to deploy WFA access to private apps for 800 users

mins.

. . . .

Reduced application issue resolution from weeks to minutes

Profile

Every day, public utility Watercare Services converts approximately 400 million liters of collected fresh water into drinking water for 1.7 million residents of the greater Auckland, New Zealand region. Watercare also treats wastewater and operates a construction division.

Auckland, New Zealand

Approximately 1,100 employees serving 1.7 million residents
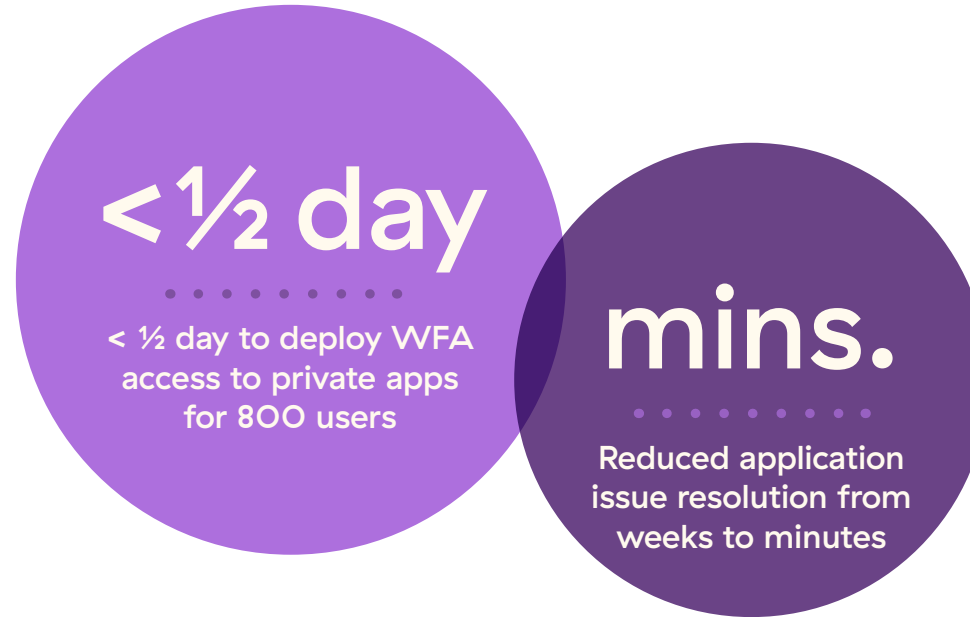
Challenge

Replace insufficient security with a comprehensive zero trust approach that optimizes WFA for IIoT and IoT devices.

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™
- Zscaler Digital Experience™

Outcomes

- Reduces application issue resolution from weeks to minutes with AI–powered analytics and real–time insights
- Optimizes Microsoft Teams and M365 for improved experiences and reduces IT overhead
- Allows direct internet access to IIoT, IoT, and other connected devices across 1,300 sites
- Gains a strategic partnership for securing planned multi–billion–dollar physical infrastructure investments.

> Users love the Zscaler Zero Trust Exchange platform because they don't even know it's there. And there's no administrative overhead. It just works.

Adam Gower, Head of Digital Operations, Watercare

VIEW SUCCESS STORY

zscaler™ | **Experience your world, secured.™**