

## CASE STUDY

# Pharmaceuticals

This Zscaler customer company is one of the world's largest and most comprehensive drug development companies with over \$2B in annual revenue in 2012. This organization has more than 11,000 employees located in 60 countries worldwide.

### The Challenge

In recent years, the company has seen explosive growth – much of it through mergers and acquisitions. Each acquisition introduced a new security solution into the ecosystem, adding to the multiple solutions that the company was already struggling to manage. As a result, there was a growing need for a single, highly scalable solution that would enable IT to cost-effectively centralize their security solutions. And any new solution needed to be quickly rolled out to all locations and employees globally, with minimal effort on the part of their small IT staff. “It is mainly about how quickly we can get the new site up and running. We needed a simple solution that could be easily and quickly be rolled out to new location.” said the company’s Director of Information Security.

### The Solution

After evaluating various options, Zscaler came out as the clear winner. Other solutions needed new appliances and software to be installed at each of their remote offices, which was cost-prohibitive, or the backhauling of traffic to a central office, which stood to exacerbate the bandwidth and latency issues the company was already facing. “We chose Zscaler because it is cloud-delivered,” the Director of Information Security said, “We don’t have to worry about sizing users correctly or determining whether the appliance would scale with changing needs. We can add new users and offices on-the-fly without eating up a lot of my team’s time.”

### The Zscaler Difference

#### Centralized Visibility and Management

With Zscaler, the IT department can manage users across the globe from one central location. The IT department also has access to real-time reports and detailed log-files that provide insight into what users were doing across the network. “It has dramatically increased our visibility into the network, operational issues and potential threats” the company’s Director of Information Security noted, “Our intent is not to disable access but actually enable access so that the business can do what it needs to do. For this we need true data points to understand user behavior and evaluate what the risks are.”

#### THE CHALLENGE

- Multiple appliance proxies across locations made management cumbersome
- With more offices in far flung locations, deployment of appliances was challenging
- Lacked visibility to internet traffic across locations

#### SOLUTION EVALUATION

- Scalable solution that was quick to deploy
- Centralized visibility and management

#### THE ZSCALER DIFFERENCE

- Globally scalable, with no hardware or software to deploy
- Easy to use solution; enabled centralized management and freed up IT to focus on more strategic initiative
- Provided superior end user experience by minimizing traffic backhauling

## Cost Efficient Solution

With the Zscaler service, the company was able to significantly reduce the total cost of ownership “I see TCO as more than just hardware and software. It also includes electricity and cooling costs, people and resources to maintain and troubleshoot, connectivity costs etc.” said the company’s Director of Information security.

It also dramatically improved the efficiency of the IT team. “My team had been spending 50% of their time supporting helpdesk tickets regarding proxy issues,” he said, “The Zscaler service freed us to focus on strategic security projects.”

## Better End User Experience

Employees at remote offices who had previously seen bandwidth and latency issues due to the backhauling of their traffic to the central office saw a dramatic improvement in speed and performance. The Director of Information Security noted *“It was more of a hassle getting on the internet previously, now it is easy, so people actually want to do more on the internet.”*



“Zscaler provided a simple, elegant solution to our security challenges. It completely eliminated our need to worry about managing appliances, software, and how the data flowing through our network is being managed.”

– Director of Information Security

## About Zscaler






Zscaler is transforming enterprise networking and security with the world’s largest Direct-to-Cloud Network, which securely enables the productivity benefits of cloud, mobile and social technologies without the cost and complexity of traditional on-premise appliances and software. The Zscaler Direct-to-Cloud Network processes daily more than 10 billion transactions from more than 10 million users in 180 countries across 100 global data centers with near-zero latency. Learn why more than 4,000 global enterprises choose Zscaler to enable end- user productivity, enforce security policy and streamline WAN performance. Visit us at [www.zscaler.com](http://www.zscaler.com).

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