

CASE STUDY

Manufacturing (Industrial Equipment)

This private equity owned company headquartered in U.S.A is a leading provider of industrial equipment, technologies and services, with operations in 34 countries across the world.

The Challenge

The company's loosely held global branches had varied standards for web security. McAfee SmartFilter had been deployed in some locations but not in others due to performance issues. When McAfee announced the discontinuation of SmartFilter, the company seized the opportunity to standardize on a single global web security solution to protect its workforce and augment its overall security posture.

The Solution

A task force of Regional IT Managers from across the globe investigated alternate solutions. A consultation with Forrester provided them information about key vendors including Zscaler "Forrester mentioned Zscaler as a growing player in the web security space providing a cloud based solution" said the company's Regional IT Manager.

The company began by evaluating multiple vendors including Zscaler, Websense, Fortinet and Palo Alto Networks. In addition to advanced security and low latency, the company also wanted a solution that was quick and easy to deploy to its thousands of users spread across multiple continents.

Based on the preliminary analysis, the company narrowed the evaluation to 2 vendors – Zscaler and Websense. "Based on our prior experience, we wanted to avoid software installation as it is manually intensive. This led us towards a cloud based solution" explained the company's Regional IT Manager.

The company conducted a 6 week head-to-head test between Zscaler and Websense specifically on advanced security and end user experience. Security capabilities were evaluated using malware samples, and latency was tested by sending traffic from multiple offices across the globe. "Zscaler was better overall in terms of latency and performance" noted the company's Regional IT Manager. And with no hardware or software to deploy, Zscaler offered ease of installation and deployment to help meet the company's tight timelines.

THE CHALLENGE

- Single solution for all users across multiple global locations
- Quick and easy deployment to meet the EOL deadline for prior solution

SOLUTION EVALUATION

- Analyzed appliance and cloud-based solutions
- Minimal latency to ensure optimal user experience

THE ZSCALER DIFFERENCE

- Advanced security and enhanced visibility into network traffic
- Easy deployment – no hardware or software
- Seamless and transparent end user experience (with significantly lower latency than Websense or SmartFilter)

The Zscaler Difference

Advanced Security & Enhanced Visibility

Zscaler not only protected users from advanced threats but also provided gave IT instant reporting into all user traffic. “Zscaler (reporting) provides demonstrable protection – it is better than what we had internally or with our prior SmartFilter solution” said the Regional IT Manager.

The enhanced visibility also shed light on the nature of web traffic, enabling the company to build policies to optimize productivity and bandwidth utilization. In the words of the Regional IT Manager “We saw gigabytes of data going to YouTube, Facebook and the like which we weren’t aware of before. Based on this data, we are now engaging with HR to build a social media policy”.

Quick and Easy Deployment

The company was impressed with the flexibility and responsiveness of the Zscaler sales and support team throughout the sales and deployment process. “*The Zscaler team accommodated our requirements and provided demonstrations and education to various members of our team*” noted the Regional IT Manager.

The deployment process was seamless and leveraged the processes that were implemented during the testing phase. “*Once we signed the contract, Zscaler notified us that the service was live – and we continued with minimal intervention*”. This ensured that the company was able to meet the tight timelines and get the Zscaler protection in place well before their prior solution went end-of-life.

Seamless End User Experience

One of the challenges the company had been facing was latency. The McAfee SmartFilter solution introduced traffic latency resulting in poor user experience which in turn generated multiple user complaints. With Zscaler, user experience was significantly enhanced, with latencies well below not only Websense but also the prior SmartFilter solution. The Regional IT director stated “*Since we deployed it in UK and EMEA we have seen very few issues – it works. It is just quietly going on in the background which is what I really like about the Zscaler solution*”.

“From start to finish it has been a very good experience. Zscaler is a great company to work with”

– Regional IT Manager

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.

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