

CASE STUDY

County Clerk Office (US)

The County's Information and Technology Services (ITS) department provides technology integration and support services for the County Administrator Departments, as well as other county and government funded agencies.

The Challenge

The County's ITS team had been relying on Blue Coat appliances for providing security to the county's web site. The Blue Coat solution worked adequately at first, but as the county started providing more online training, online streaming, and other web services, the Blue Coat devices simply didn't have enough CPU to handle the load. *"SSL traffic inspection is hard on appliances. The Blue Coat devices would frequently slow down or even crash halfway through the day, and I would have to reboot to keep them working"* explained the County's Information Security (IS) Manager. This severely undermined user experience - the ITS team had to field dozens of calls from dissatisfied users every week. *"It was a frustrating and inefficient approach to Web security,"* remarked the IS Manager.

The Solution

To ensure web security and a good user experience, the IS Manager evaluated all the key web security vendors including Blue Coat, Websense and Zscaler *"We initially thought about replacing the Blue Coat appliances with larger ones that could handle more bandwidth,"* he explained. *"But we wanted to see if there was a better and more cost-effective solution"*. Zscaler's cloud based solution with advanced security protection and low traffic latency provided the best fit with the county's needs. *"We liked what we saw in the demo, the sales team was very responsive and the pricing was also good."*

During the test phase the ITS team chose 15 users who were having the highest connectivity issues, and routed their traffic to the Zscaler cloud using a GRE tunnel configuration. *"Once I put those users on the Zscaler service, the connectivity problems went away,"* reported the IS manager. *"These were people who used to call me sometimes once a day or at least once a week - they just stopped having to call me".*

THE CHALLENGE

- Improve web security
- Provide seamless user experience
- Reduce IT costs

SOLUTION EVALUATION

- Key web security vendors on security, ease of operation and cost

THE ZSCALER DIFFERENCE

- Increased Web security from 3-4 infected PC's per week to zero
- Reduced number of helpdesk calls from a dozen per week to nearly zero
- Improved operational efficiency by using a cloud service
- Achieved significant cost savings by eliminating 5-6 hours of administrative tasks per week

The Zscaler Difference

Advanced Security

With the prior Blue Coat appliances, the county was only using URL filtering, which is at best a partial solution to web security. Zscaler advanced security and Web 2.0 features provided a much more robust and comprehensive solution. *“Our Symantec server provides reporting on where the viruses are getting through. With Zscaler, we saw a significant reduction in malware incidents – from a three or four PC’s infected per week to almost none.”* noted the IS manager *“Lowering costs is always great, but the biggest relief for me is the improved security for our county’s IT services.”*

Enhanced Operational Efficiency

As a cloud based solution, Zscaler simplified management and improved operational efficiency for the ITS team. *“The best part of the solution is that when there is a problem, I simply call Zscaler and they respond in a timely manner,”* said the IS manager *“I love the simplicity of using the service”.*

Cost Efficiency

The IS manager noted that Zscaler is a very cost effective *“I did a cost / comparison between the different products as part of my decision process. The Zscaler service is much more affordable than any of the other web security solutions”.*

The savings in man-time and administrative overhead – estimated at a minimum of 5 -6 hours per week – provided additional savings. *“Our helpdesk used to rebuild at least 3-4 machines every week due to a virus from the Internet, since going to Zscaler there is hardly ever an issue. And we no longer have to allocate time to fixing issues, performing software upgrades etc.”*

Superior End user Experience

Zscaler’s multi-tenant and distributed cloud architecture provided a seamless end-user experience with minimal latency and virtually no down time. *“I have been down more with the prior appliances than I have ever been with the Zscaler cloud solution”* concluded the IS manager. *“It’s really nice not getting those calls from unhappy users anymore!”*

“The Zscaler solution is 10 times better than Blue Coat in terms of both performance and threat protection. Zscaler simply stops web-based threats dead in their tracks.”

– Information Security Manager,
County Services

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 12 billion transactions from more than 12 million users in 180 countries across 100 global data centers with near-zero latency. Learn why more than 5,000 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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