

## CASE STUDY

# Fraser and Neave, Limited

Founded in 1883, Fraser and Neave, Limited (“F&N”) is a leading Asia Pacific Consumer Group with expertise in the Food & Beverage, Property and Publishing & Printing industries. Today, F&N is present in over 20 countries spanning Asia Pacific, Europe and the USA, and employs over 10,000 people worldwide.

### The Challenge

F&N’s global offices are managed by a central IT Team. Previously under the appliance-based security solution, the IT Team found it challenging to effectively manage their growing number of global sites. Moreover, appliance-based centralized solutions were of limited use with increasingly mobile and IT-savvy employees who worked remotely on laptops and mobile devices. With increasing adoption of cloud applications, there was a growing need to gain control over web access across all global locations and users, irrespective of location.

### The Solution

Raymond Teo, F&N Deputy Head of Corporate IT, wanted a solution that was easy for his team to centrally manage and wouldn’t require backhauling traffic to the central office – a waste of network bandwidth. Increasing security was seen as an added bonus in any replacement solution. *“After considering various appliance and cloud-based options,”* Teo said, *“we found that Zscaler’s wide geographical coverage, real time reporting and their ability to address our SLA and confidentiality concerns made it the clear winner.”*

### The Zscaler Difference

#### Real-Time Reporting

With the Zscaler solution, the F&N IT Team has access to real-time reporting across all its locations and remote users; with the ability to drill down into web logs and the associated device and user information. *“The real time reporting enables us to quickly gain immediate insight into employee productivity, website performance, and excess bandwidth use – visibility we didn’t have with our previous appliance based solution,”* Teo said. This empowered his IT department to easily investigate issues and take quick corrective action when required.



#### THE CHALLENGE

- Small central IT Team had to manage appliances across multiple offices
- No ability to control the increasingly mobile workforce
- Network bottleneck in backhauling traffic

#### SOLUTION EVALUATION

- Cloud-based web proxy solution with low latency

#### THE ZSCALER DIFFERENCE

- Easy to deploy and manage
- Global footprint, with proxies easily accessible from any office across the globe
- Easy-to-use, real-time reporting enabled quick diagnosis and remediation.

## Cost Efficiency

The cloud-based model allows F&N IT Team to easily manage F&N's growing needs. In addition, the inherent benefit of Zscaler's cloud-delivered solution is that it completely eliminates backhauling – freeing up valuable network bandwidth.

## User Friendly

Getting up and running with the Zscaler service was easy, with quick PAC file deployment. And even with increased visibility and control, the experience was seamless for F&N employees, who can now go direct-to-net with no perceptible latency.



“Zscaler is so much easier to maintain and centrally manage than our previous solution. We get vastly increased insight into web usage while allowing employees to go direct to the Internet.”

– Raymond Teo, Deputy Head,  
Corporate IT

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## 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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