

CASE STUDY

HCR Manor Care Incorporated

Founded in 1959, HCR Manor Care Inc. (HCR) is a leading provider of short and long term medical and rehabilitation care. HCR has 60,000 employees over 500 locations with 14,000 Internet users accessing a wide range of web applications. HCR's business consists mainly of skilled nursing, rehabilitation services, and home care and hospice agencies.

The Challenge

HCR's previous solution was a central proxy-based based product used in tandem with a URL filtering product that backhauled all traffic from users to headquarters. There was a high administrative burden associated with maintaining the URL filtering list and a high infrastructure cost for the on-premise hardware and software. In addition, this solution did not provide support for road warriors and mobile device users.

The Solution

Renewal of the current URL filtering solution was costly and did not provide adequate protection against newer threats. Furthermore, appliance based solutions would incur high operational costs due to the necessity of an onsite maintenance engineer.

Reduces Infrastructure Complexity and Operational Costs

A cloud based web security solution would eliminate the costs associated with maintaining a large URL filtering list as well as installing and maintaining an appliance based solution.

Provides Transparency Across Organizational Web Traffic

Appliance based solutions produce unconsolidated and uncorrelated logs for each point product which makes it very difficult to assess the state of security across the organization at any given time. Due to its centralized design, a cloud solution can provide transparency across all organizational web traffic.

The Zscaler Difference

CentraComm, an industry-leading managed service provider known for its routing-switching-security expertise and best-of-breed partnerships, approached HCR with the Zscaler Web Security cloud solution.

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THE CHALLENGE

- High infrastructure costs
- High administrative burden
- No support for road warriors or mobile device users

SOLUTIONS EVALUATED

- Renewal of current solution or upgrade to new appliance-based solution was cost prohibitive. A cloud based service
- Reduces infrastructure complexity and operational costs
 - Provides transparency across organizational web traffic

THE ZSCALER DIFFERENCE

- Uniform protection across all users
- Easy deployment
- Instant TCO savings
- Guaranteed service levels
- Protection Against Newer Threats
- No data security or privacy concerns

Uniform Protection Across All Users

The Zscaler solution provides uniform protection for all users via single web portal including road warriors and mobile device users. This is particularly important given the consumerization of IT as the workforce is becoming increasingly mobile and employees are using personal computing devices such as iPads whose security IT has little control over.

Easy Deployment

Zscaler's solution does not require any hardware, software or client installation for its use. HCR forwards all of its traffic to Zscaler's cloud via a GRE tunnel and the onus of upkeep lies with the provider. The intuitive, granular, and flexible policies allow HCR to easily define and maintain unique policies for every office.

Instant TCO Savings

HCR instantly saved approximately \$150K in terms of Total Cost of Ownership (TCO) by switching to Zscaler's solution.

Guaranteed Service Levels

HCR's IT department has peace of mind given the 99.99% availability and data protection guarantees that are provided within the Service Level Agreements (SLA).

Protection Against Newer Threats

Zscaler also protects users against newer threats such as botnets, phishing and cross-site scripting (XSS) which may not be detected by URL filtering lists or signatures. This is achieved by scanning every single transaction in real-time and applying heuristics to determine risk. HCR IT has experienced a 40% increase in effectiveness of blocking malicious sites as compared to the legacy solution.

No Data Security or Privacy Concerns

User data is not stored by the Zscaler solution, thus there are no data security or privacy concerns.

HCR ManorCare 

“The deployment of Zscaler is so painless. Once you get the deployments schedule formalized and engineers in your project plans are executing as they should be, it's seriously magic . . . It took maybe an hour to formalize our approach and then it takes less than 10 minutes to flip a facility . . . I can't say enough good things about Zscaler.”

– Thomas Vines, Director of Information Security HCR Manor Care

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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