



The Organization

Northeast Health Wangaratta
Victoria, Australia
<http://nhw.hume.org.au>

The Challenge

- Legacy solution involved backhauling traffic to central site which introduced single point of failure
- Lack of granular controls led to complex policy management; broadly declining access to web applications

The Solution

- Consolidated point products in favor of a comprehensive solution
- Ability to expand web security services in a single service platform
- Protecting mobile users from malware

Zscaler Benefits

- Reduced IT burden and costs
- Reduced overall business risk
- Improved business operations and productivity

North East Health Hospital provides a 24/7 Emergency Department services as well as onsite diagnostic services such as Radiology, Pathology, and Nuclear Medicine departments. NHW is the largest employer in the Rural City of Wangaratta with more than 1000 staff spread across several campus locations.

The Challenge

With a thousand employees at many different locations, a limited budget, and only six IT staff to provide all IT services, North East Health struggled to find a cost effective web security solution that would provide a comprehensive level of protection against viruses, spyware, and other related web-borne malware, as well as a flexible and granular URL filtering service.

In order to reduce the number of Internet gateways and associated web security infrastructure, North East Health decided to centralize its Internet gateway at one site. As most appliance-based solutions were deemed too expensive, a Windows-based software solution was deployed. This solution introduced a single point of failure for all web traffic, which soon became a problem when the software based web filtering solution required a reboot every time updates were applied.

The overhead of maintaining the existing system became a problem: “We ended up with a really complex rule set—for some rules, we had no idea why they were in place. We had major problems getting some sites to work at all, especially ActiveX based controls” said Goli, IT Manager at North East Health.

The Solution

North East Health simply used Group Policy settings within Active Directory to forward their Internet-bound web traffic to gateway.zscaler.net as their web proxy. The transition was a smooth and hassle-free deployment that bypassed the mess of their existing infrastructure. In addition, Zscaler offered North East Health a number of other advantages:

Consolidated point products in favor of a comprehensive solution

North East Health relied on three vendors for its legacy web security solution: one for the operating system, one for URL filtering, and one for anti-virus. This meant three vendors to patch, upgrade, and administer. Zscaler brought the most comprehensive functionality for web security into a single integrated application—providing protection against both basic viruses and more advanced threats. For North East Health, this was important—without redundancy in the legacy system, each upgrade/patch that required a reboot meant the potential for a serious service outage if the system didn’t restart correctly, which did happen on occasion.

The Zscaler solution also reduced the admin overhead on the IT team, “Since the initial setup we’ve only had to add 2 custom URL entries. Otherwise it just works—we don’t have to touch it” said Goli. Having Zscaler manage and maintain the web security infrastructure allows North East Health’s IT team to get on with other projects.

Ability to expand web security services in a single service platform

North East Health now has a single vendor platform that it can expand its web security services



on. As a provider of health services, it is important for North East Health to protect patient record data. Zscaler provides a comprehensive DLP solution for Web as one of its service offerings, along with Web 2.0 Controls, Bandwidth Controls, Advanced Threat modules etc. North East Health can implement one or more of these services at the flick of a switch, without having to worry about hardware or software deployment, staff training, redundancy, log storage, and report management.

Protecting mobile users from malware

“Although we only have 70 laptop users it is good to know they will be subject to corporate web security policies from any location” says Goli. Only Zscaler’s cloud-based security solution offers mobile users protection. As the enterprise border dissolves—as more and more smartphone users connect to the Internet and road warriors become commonplace—North East Health is well-positioned to protect its company from malware in the future.

The Zscaler Difference

Reduced IT burden and costs

According to Goli, “By using Zscaler, North East Health has kept its web security licensing costs the same, but at the same time has achieved delivery of a fully redundant solution, reduced administration and operational time significantly, and removed the burden of managing web log files.”

Reduced overall business risk

The comprehensive functionality offers protection against a variety of security threats to reduce overall business risk. North East Health was able to implement URL filtering, anti-virus, and anti-spyware controls, all of which are automatically updated by the Zscaler system, ensuring real-time security against web based threats. Mobile users, which were previously vulnerable, are now protected as well.

Improved business operations and productivity

By providing a highly available and extremely low latency service, Zscaler saves North East Health employees’ time and improves their productivity. Through the reporting interface, high-level management has access to meaningful and timely information. The company saves time and money, and can more efficiently acquire information about Web traffic to improve their business operations.

“We have 6 staff delivering IT services for approximately one thousand users across 4 main sites. The existing solution was complex and cumbersome to operate, regularly requiring reboots after updates were applied. We crossed our fingers every time we had to reboot hoping the system would come back up as we had no redundancy built in. The Zscaler solution has significantly simplified our rules and administration, and has increased our service availability.”

- Talpasai Goli,
IT Manager
Northeast Health Wangaratta

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