



## ZSCALER CASE STUDY

## YMCA of the USA

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Chicago, IL  
[www.ymca.net](http://www.ymca.net)

#### The Challenge

- Spending 15 hours a week on malware remediation
- Unable to control Web 2.0
- Could not prove source of malware infections

#### Solution Evaluation

- Manage Web 2.0
- Stop malware infections
- Provide flexible reporting

#### The Zscaler Difference

- Effective Security Protection
- Deep Insights into User Usage of Internet
- Flexible Reporting to Increase Productivity

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The YMCA is the nation's leading nonprofit committed to strengthening communities through youth development, healthy living and social responsibility. In the U.S., the Y is comprised of YMCA of the USA (Y-USA), a national resource office, and more than 2,600 YMCAs with approximately 20,000 fulltime staff and 500,000 volunteers in 10,000 communities across the country. Pat Ward, Manager of IT Operations at Y-USA, headed up the Zscaler evaluation and deployment.

#### The Challenge

Y-USA wanted to balance the need for employees to use the Internet and Web 2.0 applications with the need to control corporate liability and security. The small IT organization was spending fifteen hours a week on remediating malware on employee systems despite having anti-virus software and controls in place.

#### Solution Evaluation

Given the challenge of managing Web 2.0 and the inability of the current anti-virus approaches to keep up with new threats, Y-USA needed another way to solve the problem. Y-USA looked at other options including products from Websense, Bluecoat, and Barracuda, but in the end chose the Zscaler service.

"I wanted a solution that had good reporting capabilities [and] to be customizable. I also needed the ability to do Web 2.0 monitoring and capture malware and other malicious threats," said Ward.

#### The Zscaler Difference

##### *Effective Security Protection*

In the time since Y-USA had deployed the Zscaler service to their users they did not have a single threat incident (down from nearly 7 a week). This increased the productivity of the IT department dramatically.

##### *Deep Insights into Usage*

The IT team initially suspected that the reason for all of the infections was that users were going to risky or inappropriate sites. In fact, they found that users were getting infected through malicious ads on Google sites, for example, rather than going to bad destinations. A simple URL filtering appliance would have not solved this problem.

##### *Flexible Reporting*

YMCA of the USA also appreciated the fact that they could create multiple reports easily. They could now create reports for their leadership including why particular people may not be productive. "Now we have reports that can increase productivity," said Ward.