

How Coca-Cola Consolidated Empowered Employees to Work From Anywhere with Zscaler™



Coca-Cola Consolidated, the largest bottler of Coca-Cola products in the United States, produces, sells, and distributes more than 300 different Coca-Cola products to more than 66 million consumers. Founded in 1902, Coca-Cola Consolidated has grown to include more than 110 locations across 14 states and the District of Columbia. The company has been deeply committed to customers, the communities they serve, and the more than 17,000 teammates at manufacturing facilities, distribution and sales centers, and its corporate headquarters. To keep them safe during the COVID-19 pandemic, Coca-Cola Consolidated encouraged teammates to work-from-home.

Reimagining Office 365 for Remote Workers

Coke Consolidated had been an Office 365 platform member for a number of years and began working with Zscaler in 2018 to help complement that experience. Zscaler is fully compliant with Microsoft's Office 365 connectivity recommendations and has more than 20 data centers worldwide that participate in Microsoft's network peering program. Zscaler helped Coca-Cola Consolidated's Office 365 users avoid VPN performance impacts by delivering a fast, direct connection and enhancing the user experience, while keeping open internet traffic secure with Cloud Firewall, CASB, DLP, and Cloud Sandbox defenses, among others.

With the onset of the COVID-19 pandemic, Coca-Cola Consolidated encouraged several thousand office teammates to work from home starting March 16, weeks before many states gave shelter-in-place orders. This presented a communications challenge for the Company, which uses Microsoft Teams and other latency-sensitive applications for internal communications.

“ Deploying Zscaler was just an awesome experience. Zscaler was very patient with us. They worked with us well. They addressed each and every one of our concerns methodically and did a fantastic job doing that. ”

– Rory Regan
 Director of Infrastructure
 of Information Technology
 Services
 Coca-Cola Consolidated

With traditional VPN connections, users often report latency, which can affect Office 365 productivity. With Zscaler, all traffic to Microsoft gets peeled off. You don't have to worry about scaling your hardware to deploy Office 365, Teams, and other applications, or configuring your security devices to be Microsoft compliant. Zscaler optimizes connectivity to Microsoft and automates all of your configurations.

The Coca-Cola Consolidated IT team had to remove as many variables as possible to provide remote workers with a safe and predictable user experience, and one that is comparable to or better than at the office— especially for Office 365 because the Company is so heavily dependent on this suite.

"It was a necessity to be able to keep these office teammates, who have now been sent home, working safely in their home settings," said Darrell Thompson, Chief Information Officer at Coca-Cola Consolidated. "It was very, very important that we were focused on keeping our office workers productive."

Though Coca-Cola Consolidated had done an initial slow rollout of Zscaler Client Connector (formerly Zscaler App) more than a year prior to COVID-19, it became hyper relevant to their success as teammates were instructed to work from home. With Client Connector, Coca-Cola Consolidated was able to route traffic through one single checkpost, streamlining connections to internal applications, improving user experience, increasing security, and keeping infrastructure costs low.

"Making teammates VPN in first would have created a negative user experience and driven up our infrastructure costs because we would have to build that capacity," said Rory Regan, Director of Infrastructure of Information Technology Services for Coca-Cola Consolidated.

How Zscaler Client Connector empowered leadership to take control

Client Connector allowed leadership at Coca-Cola Consolidated to monitor key business metrics, ensuring continued productivity in the new work-from-home model, giving peace of mind that important work was getting done, and enabling Company leaders to make informed decisions moving forward.

"Our culture at Coke Consolidated has always been brick and mortar operation. We're in facilities, we're working together, we're collaborating, we're producing, selling, and distributing Coca-Cola. Now that we're in this remote work environment, it's a little bit harder to see the work is happening," Mr. Thompson said. "But the Zscaler dashboard metrics that are coming out show that our team is there. They're working. They're engaged."

Quick and seamless deployment

With teammates using an array of devices, Coca-Cola Consolidated needed a solution that would keep its users secure, no matter the device or location. Client Connector was able to deliver that security, while also easily deploying to thousands of users.

"A lot of our knowledge workers were already operating off laptops, making it very easy for us to deploy the Zscaler Client Connector," said Mr. Regan. "When we started adding it on the laptops, many teammates were already working from home. It was easy to deploy behind the scenes and didn't interfere with the way they worked."

"I can't tell you the last time I rolled out something that really gave us so much capability without much pain," Regan added.

About Zscaler

Zscaler enables the world's leading organizations to securely transform their networks and applications for a mobile and cloud-first world. Its flagship services, Zscaler Internet Access™ and Zscaler Private Access™, create fast, secure connections between users and applications, regardless of device, location, or network. Zscaler services are 100-percent cloud delivered and offer the simplicity, enhanced security, and improved user experience that traditional appliances or hybrid solutions are unable to match. Used in more than 185 countries, Zscaler operates a multitenant, distributed cloud security platform that protects thousands of customers from cyberattacks and data loss. Learn more at [zscaler.com](https://www.zscaler.com) or follow us on [@zscaler](https://twitter.com/zscaler).

