

NAB Equips Entire Workforce for Remote Operation with Zscaler™



National Australia Bank

www.nab.com.au

Location: Melbourne, Australia

Industry: Banking

Zscaler Products: Zscaler Private Access™ (ZPA™), Zscaler Internet Access™ (ZIA™)

National Australia Bank (NAB) is a financial services organisation that provides a comprehensive and integrated range of banking and financial products and services, including wealth management, with operations in Australia, New Zealand, parts of Asia, the United Kingdom, and the United States.

Dealing with the viral lockdown

When COVID-19 lockdown measures came into force in early March, many businesses had to scramble to find new ways to operate. Offices were closed and employees forced into staying at home to help “flatten the curve” and stem the spread of the virus.

For NAB, the need to move most of the workforce to remote working presented a challenge. The bank needed to rapidly find a way for the majority of its staff to work from home while continuing to provide services for more than 9 million customers.

“Prior to the COVID-19 pandemic, we had never had more than 5,000 of our staff working remotely,” said Steve Day, EGM Infrastructure, Cloud and Workplace at NAB. “With virtually no warning, we needed to find a way to provide this ability for virtually all our staff.”

The situation became very real in early March when 700 Bourke Street, one of NAB’s main buildings in Melbourne, was evacuated, with staff directed to work from home.

“Our IT teams worked around the clock to get each staff member upgraded to Windows 10 and then equipped with Zscaler Private Access (ZPA) and Zscaler Internet Access (ZIA) to allow secure connections to corporate applications,” said Day. “This is not something we had ever anticipated having to do and certainly not within such a short timeframe.”

“ We reached a position where our entire staff could work from home in just three weeks. This would not have been possible without the support of Zscaler. ”

– Steve Day
EGM Infrastructure,
Cloud and Workplace
NAB

The contact centre challenge

The virus lockdown restrictions posed a particular challenge for NAB's network of customer contact centres. Day said that, prior to the pandemic, the bank had never had any customer calls handled by a staff member working outside a physical centre.

"We had to quickly find a way to equip contact centre staff so they could deal with calls from home," he said. "This was made even more challenging by the fact that we were having to deal with around four times the usual volumes of calls from customers."

Day said contact centre staff needed to be able to remotely access the applications and data stores they required to provide appropriate levels of customer service. He added, "Working with Zscaler, we moved quickly to provide secure remote access for our people, enabling more than 32,000 staff to work from home, including nearly all of our call centre teams. This means we have been able to maintain service levels for customers, many of whom are seeking advice and support in what are stressful and troubling times."

Embracing zero trust

The disruptions caused by COVID-19 have resulted in lasting changes that will benefit the bank in the longer term.

Rather than being reliant on legacy VPN applications located in a corporate data centre, staff can enjoy the reliability, performance, and usability delivered by ZPA and ZIA. "People go home, turn on their PC, and it operates in exactly the same way as it does in the office. They don't have to worry about extra login steps or deal with security tokens—it just works," said Day.

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).

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- Enables the bank's entire staff to work from home
- Provides the business benefits of a zero trust strategy
- Delivers a networking infrastructure that can better support future operations

With this capability in place, Day said NAB is now well placed to embrace a zero trust strategy, which both increases digital security and reduces network complexity for the bank.

"Zero trust has two big benefits for us," said Day. "Firstly, we no longer need to run a separate corporate network, which delivers significant cost savings. In the new model we only offer public internet access within our corporate offices."

"Secondly, it reduces the surface area that we have to manage and protect from malicious attack. We have dramatically improved the security of our environment, not by installing more and more expensive security infrastructure but by removing all data and applications from the corporate environment so there is nothing to protect. This lowers our exposure to cyber breaches and reduces the complexity of our environment at the same time."

Day added, "We now have in place a secure networking infrastructure that can support NAB during the current crisis as well as when operations return to normal. To have achieved all this in the space of about three weeks has been a very impressive achievement. It would not have been possible without the support of Zscaler."

