

Trade & Investment Queensland and Zscaler™

Trade & Investment Queensland is the Australian state government's global business agency. TIQ assists exporters to break into emerging and established markets around the world while also promoting Queensland as the perfect place for business investment. The agency has a global network of 23 offices and 180 staff.



Brisbane, Australia | <https://www.tiq.qld.gov.au/>

Trade & Investment Queensland is the government's global business agency, assisting exporters to break into emerging and established markets, and promoting Queensland as the perfect place for an Asia-Pacific headquarters.

User Count: 200

Industry: Government

Zscaler Product: Web Business Suite and Internet Security Platform

Customer @ A Glance

The Challenge

The dispersed nature of TIQ's operations creates challenges when it comes to the management of its IT infrastructure, particularly in the area of security. Anthony Kennedy, TIQ's Global IT Manager, says having staff and equipment spread across multiple countries and locations made having strong, centralised control very difficult.

"During 2015, we undertook a security audit which highlighted some weaknesses in our defences," he says. "The organisation also experienced a crypto locker attack which highlighted the fact that we needed to find a better way to secure our network and core systems."

Kennedy says he was also keen to improve the standard of reporting he could make available to senior management. "I wanted to have a way to show them exactly how the network was performing and the level of security threats we were facing," he says. "This was very difficult to achieve with the infrastructure that we had in place."

The Solution

After reviewing and assessing a number of potential security solutions, a decision was taken to adopt Zscaler to monitor and manage all internet traffic across the

organisation. Working with IT partner Ordys, the TIQ IT team arranged for individual firewalls in each office to be removed and replaced with the Zscaler security service.

Cloud based

“TIQ follows a cloud-first strategy when it comes to IT, so the fact that Zscaler is cloud based made it particularly attractive for us.”

Anthony Kennedy | Global IT Manager

“It also removed the need to have individual firewalls in each office, significantly reducing complexity and management overheads.”

Central monitoring

With all incoming and outgoing network traffic now routed through Zscaler, getting a clear picture of what is going on is much easier. This allows better reporting for senior management as well as real-time notifications of any threats that are detected.

The Zscaler Difference



Better protection

The TIQ IT team can now be confident that the organisation's users are protected from malware and other internet threats no matter what device or locations they are connecting from. This is particularly important when staff are spread across 23 different office locations.



Streamlined management

Deploying Zscaler across the organisation has removed the need to have firewalls or security appliances in each location. This has significantly reduced management overheads, allowing IT staff to focus on other activities. All ongoing management and configuration of Zscaler is handled by IT partner Ordys.



BYOD coverage

With increasing numbers of staff using their own mobile devices to connect to the TIQ network, the Zscaler agent ensures that effective security is maintained at all times. The agent ensures that only authorised devices can connect to the network, regardless of their physical location.



Sandboxing

Should any email attachments be flagged as potentially dangerous, they are automatically sandboxed to maintain security while their status is examined. This can help prevent attacks even if a staff member accidentally opens or downloads an infected file.

About Zscaler

Zscaler, Inc., the leading **cloud security** company, is revolutionizing Internet security with the industry's first Security as a Service Platform. As the most innovative firm in the \$35 billion security market, Zscaler is used by more than 5,000 leading organisations, including 50 of the Fortune 500, protecting more than 15 million users worldwide against cyber-attacks and data breaches.

Zscaler is a Gartner Magic Quadrant leader for Secure Web Gateways and delivers a safe and productive Internet experience for every user, from any device or location — 100% in the cloud. Zscaler delivers unified, carrier-grade internet security, next generation firewall, web security, sandboxing/advanced persistent threat (APT) protection, data loss prevention, SSL inspection, traffic shaping, policy management and threat intelligence — all without the need for on-premises hardware, appliances or software. To learn more, visit us at www.zscaler.com.



+1 408.533.0288 | www.zscaler.com

