

How Thinking Ahead Enabled _VOIS to Continue Providing Critical Services to 20,000+ Vodafone Users with Zscaler™



vodafone

Vodafone Intelligent Solutions (_VOIS)

www.vodafone.com

Location: Locations in India, Egypt, Romania, and Hungary

Industry: Telecommunications

Products: Zscaler Internet Access™

Vodafone Intelligent Solutions _VOIS, formerly known as Vodafone Shared Services Ltd, is a Vodafone Group partner whose mission is to create a world-class digital experience to connect and inspire people to build a better tomorrow. With more than 20,000 professionals across Egypt, India, Romania, and Hungary, _VOIS provides services to Vodafone Group partners in more than 25 countries worldwide. Its specialties include technology, networks, business intelligence, and more.

Connecting Users to Services and Applications

As a strategic group partner to one of the largest telecommunication companies in the world, _VOIS played a crucial part in Vodafone's COVID-19 response. Vodafone connects more than 334 million people to the digital society, and with connectivity becoming a lifeline during the pandemic, Vodafone and its group partners made it their priority to maintain the quality of service of networks, providing network capacity and services for critical government functions, and facilitating working from home. To do so, it was of utmost importance for _VOIS to continue operations uninterrupted while working remotely.

A Migration to the Cloud for Increased Security

In 2017, Gururaj Kannarpadi, General Manager IT at _VOIS, and his team started paving the way to provide a consistent level of security for employees regardless if they were working remotely or in office.

"We were able to foresee a shift in the way work was being done—instead of all workers being required to be in office, companies and employees alike wanted the flexibility to work from anywhere," Mr. Gururaj said. "We knew we needed a solution that could keep those remote workers secure without affecting user experience or productivity."

With a mandate to replicate the same level of protection that users were getting from the on-prem Websense proxy when connecting from the office, _VOIS wanted a complete security solution to address the remote work use case, not just content and URL filtering. "We had attempted to roll out the Websense Triton client but encountered significant issues with user experience in the process," said Mr. Gururaj.

“ We were able to see results almost immediately. Without Zscaler, we would not have been as prepared for the simultaneous influx of remote users and security threats. ”

– Gururaj Kannarpadi
General Manager IT
_VOIS

In 2019, _VOIS rolled out Zscaler Internet Access (ZIA) and installed Zscaler Client Connector, but because few users were working outside the office environment at the time, most employees were still connecting through the on-premises Websense security stack.

_VOIS enables Vodafone customers to access important apps and services via Vodafone networks every day to keep their lives running smoothly.



Mobile Calls

7.4 billion minutes of mobile calls per day



Streaming Services

18.8 billion songs streamed on smartphones per day



HD Video

2.3 billion three-minute HD videos over fixed broadband connections per day

How a Forward Focus Led to Pandemic Preparedness

All that changed when the COVID-19 pandemic hit in early 2020. _VOIS instructed its entire workforce to work from home, but the company was prepared because they had thought ahead and invested early on to increase security and provide a fast connection for remote users. Zscaler helped _VOIS scale up from almost no remote users to more than 15,000 in a matter of weeks. In the last three months alone, traffic increased by more than twenty-four times in comparison to the same time frame last year.

“Zscaler provides a secure, fast internet experience for users, ensuring continued productivity company-wide,” Mr. Gururaj said. “The investment we made into Zscaler really showed its value and helped the organization through this crisis.”

Immediate Results Prove Effectiveness

With Zscaler, _VOIS was able to deliver a faster, more secure solution for over 15,000 of its remote users.

The ZIA service has helped the company process 1.1 billion transactions, inspect that 50% of traffic that is SSL encrypted, protect its business from more than 12,000 known security threats and prevent more than 70 million policy violations between the months of August and October 2020.

“We were able to see results almost immediately,” Mr. Gururaj said. “Without Zscaler, we would not have been as prepared for the simultaneous influx of remote users and security threats.”

Through its forward-thinking preparedness and vision for a comprehensive security solution, _VOIS triumphed amid a global crisis and was able to continue to successfully deliver critical services for Vodafone. The company was able to keep millions of Vodafone users connected, enabling people to work remotely, allowing businesses to remain operational, and supporting the delivery of emergency services and education.

