



■ EBOOK

How Companies Reduce Costs with Zero Trust Architecture

Success stories of customers that cut IT cost and complexity with the Zscaler Zero Trust Exchange



The Need for Modern, Cost-Effective Security

For the past three decades, organizations have been building and optimizing complex, wide-area, hub-and-spoke networks, connecting users and branches to the data center over a private connection. These hub-and-spoke networks were secured with point product solutions such as VPNs and firewalls, using an architecture known as castle-and-moat security. This approach served companies well when their applications resided in their data centers. However, in today's world, the workforce is everywhere and applications have moved off premises. Cloud and hybrid environments are becoming the norm, and employees are working from thousands of locations, using unsecured devices, and taking up bandwidth with unproductive apps.

Organizations' security, network, and IT functions are constantly tasked to do more with fewer resources. This is particularly true during times of economic uncertainty, when budgets tighten and teams shrink. However, the evolution in how work gets done has created highly expensive challenges for teams trying to secure today's corporate environment with yesterday's security architecture.



The Costs of Perimeter-Based Architectures

Defending hub-and-spoke networks with castle-and-moat security increases costs in several key ways.



Infrastructure costs quickly add up with MPLS and expensive appliances like VPNs, firewalls, and more



Management overhead is significant when overseeing a complex set of disjointed point products



M&A expenses often balloon due to network integration challenges and scope creep that extend timelines



Data breach costs result from system downtime, fines and fees, remediation processes, and customer churn



Loss of productivity and collaboration arises from backhauling traffic and impeding user experience



Expanded carbon footprints breed more cost via the power and cooling requirements of hardware appliances

How Zscaler Delivers Superior Economic Value

The Zscaler Zero Trust Exchange eliminates traditional networking and security infrastructure with a scalable cloud architecture to reduce costs and complexity and deliver significant economic benefits to organizations across industries and around the globe. Zscaler solves the aforementioned challenges and saves money through:



Technology cost optimization from cutting appliances, public cloud transit costs, and bespoke networking architectures



Improved operational efficiency as a cloud platform that consolidates point products and reduces the time needed to manage security



Accelerated M&A time-to-value by speeding the onboarding of new users and apps, and forgoing network integration



Improved security posture through reducing the attack surface, stopping compromise, and preventing lateral movement



Enhanced productivity and collaboration from direct-to-app connectivity and digital experience monitoring



Reduced carbon footprint via a multitenant cloud platform powered by renewable energy that cuts appliances and power consumption

The following pages contain the success stories of customers who reduced cost (and risk) with the Zero Trust Exchange.

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Formerly National Oilwell Varco, NOV supplies technical equipment and services to the global oil and gas industry. The Fortune 500 company conducts operations in more than 500 locations across six continents. The company's informal mantra: "We power the industry that powers the world."



Houston, Texas, USA



27,000 employees in 60 countries

Zscaler Impact



Saves tens of millions by eliminating hardware and simplifying security



Provides direct, policy-based access to 7,500+ apps

Challenge

Reduce costs while securing the globally distributed enterprise, allowing employees and contractors to work safely from anywhere

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™

Outcomes

- Shrinks machine reimaging from 100 times each month to less than two times
- Simplifies security administration with policy-based controls
- Improves user experience and mobile workforce productivity
- Slashes cyber risk with SSL decryption, sandboxing, intrusion prevention, and zero trust

"Our secure digital transformation has made NOV's business a lot more agile, saved millions of dollars, and reduced our cyber risk. I can proudly say we are overachieving on our zero trust goals."

**Alex Philips, Chief Information Officer,
NOV**



The New Jersey Judiciary (NJJ) encompasses the New Jersey supreme court, 21 county courts, and 535 municipal and other lower courts. Each year, about 7M new cases are filed in these courts. When the Covid-19 pandemic hit, the NJJ enabled its 10,000 employees to work from home and created 400 virtual courts.



Trenton, New Jersey,
USA



10,000 employees; 175,000
users of the Judicial Case
Management Program

Zscaler Impact



Delivers estimated ROI of
\$10.7M



In **6 days**, enabled 10k
employees to securely work
from anywhere

Challenge

Implement a secure, work-from-anywhere solution, and establish a security service edge (SSE), zero trust foundation

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™
- Zscaler Digital Experience™
- Cloud Access Security Broker
- Zscaler Cloud Data Loss Prevention

Outcomes

- Reaps estimated ROI of \$10.7 million in reduced technology costs, operational efficiency gains, and more
- Facilitated increase of virtual courtrooms from 40 to 400 in six days
- Allows consistent security policies regardless of user's location
- Eliminated risk of lateral movement if a cyberattack occurs

“Thanks to Zscaler, we were able to complete six months of work in six days, securing our organization during the pandemic. Zscaler continues to be part of this strategic journey today.”

**Jack McCarthy, CIO,
New Jersey Judiciary**



Commonwealth
Superannuation
Corporation

For over 100 years, the Commonwealth Superannuation Corporation (CSC) has provided financial advice, retirement planning, superannuation, retirement, finance, investment, and insurance services to Australian Government employees, employers, and Australian Defense Force members and their families.



Canberra, Australia



Serves 700,000+ individuals

Zscaler Impact



Realizes an ROI of over
A\$200,000 annually



Reduces infrastructure
complexity by **90%**

Challenge

Replace VPNs and firewalls with zero trust access for secure business transformation and exceptional application performance

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™
- Zscaler Digital Experience™
- Zscaler Advanced Cloud Sandbox™
- Zscaler Advanced Cloud Firewall™
- Cloud Access Security Broker

Outcomes

- Reduces infrastructure complexity by 90%
- Decreases overall management overhead by 30%
- Improves user experience by up to 70%
- Speeds help desk issue resolution by 30%
- Prevents an average of 7M policy violations monthly

“We’ve improved user experiences up to 70% and reduced complexity over 90%. Overall, we’ve lowered management overhead 30% and are saving A\$200,000 annually with the Zero Trust Exchange.”

**John Pratezina, Senior Network Operations Administrator,
CSC**



Department for
Business, Energy
& Industrial Strategy

The Department for Business, Energy, and Industrial Strategy (BEIS) is the UK federal government agency leading economy-wide transformation by backing enterprise growth; generating cheaper, cleaner energy; and unleashing the UK as a science innovation superpower. It supports 43 agencies and public bodies.



London, UK



Serving 12,000 users across 9 organizations

Zscaler Impact



Contributes to **annual savings of \$500,000** by eliminating MPLS



Increased the number of users by 70% without adding management overhead

Challenge

Support the transformation of UK government operations to digital and cloud by adopting zero trust for data security

Products

- Zscaler Zero Trust Exchange™
- Zscaler Private Access™
- Zscaler Internet Access™

Outcomes

- Increased the number of users by 70% without adding management overhead
- Protects 2B+ SaaS transactions and blocks 10M+ policy violations monthly
- Improves speed to market by reducing business application deployments from months or years to weeks or days
- Contributes significantly to UK government climate change and ESG goals

“The Zero Trust Exchange enables supplying all users with the same high level of security and quality of experience, regardless of where they’re working.”

**Karl Hoods, Chief Digital and Information Officer,
BEIS**

[View Success Story](#)

BAKER&BAKER

Baker & Baker is a European leader in the convenience bakery segment, operating across seven countries and 12 sites in the food service, retail, bakery, and wholesale channels. The Wirral, UK-based company produces approximately 2,500 different bakery SKUs and conducts extensive R&D to continuously meet changing consumer tastes and experiences.



United Kingdom



Operates 12 sites in 7 countries

Zscaler Impact

70% cost savings by retiring VPNs



Prevents **4M** policy violations monthly

Challenge

Eliminate frequent malware disruptions by replacing firewall and VPN technologies with a zero trust approach

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™
- Zscaler Digital Experience™
- Cloud Access Security Broker
- Zscaler Advanced Cloud Sandbox™
- Zscaler Advanced Cloud Firewall™

Outcomes

- Saves 70% on costs by retiring VPNs and improves application performance
- Boosts overall protection by nearly 90% while reducing troubleshooting time from months to seconds
- Prevents 4M policy violations and blocks 14,000 threats monthly
- Slashes ransomware disruptions, increasing employee productivity and reducing risks

“With our overall protection from all types of threats up nearly 90%, we can’t wait to see what Zscaler has in store for us next.”

**Steffen Erler, Director IT Security and Network Services,
Baker & Baker**



The Federal Communications Commission (FCC) is an independent agency of the U.S. federal government that implements and enforces communications law and regulations across radio, television, wire, satellite, and cable for all 50 states, the District of Columbia, and U.S. territories.



Washington, D.C., USA



1,500 employees
covering all 50 states
and U.S. territories

Zscaler Impact



Slashes costs **70%**



Improves user experience
while enhancing security

Challenge

Secure outgoing internet traffic more easily, more comprehensively, and less expensively

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™

Outcomes

- Slashes costs 70% by eliminating other security tools in environment
- Improves user experience by replacing VPNs
- Provides trusted, controlled, and monitored connections to applications
- Replaces the Trusted Internet Connections (TIC) program with more seamless, secure, and less expensive solution

“Because of products like Zscaler’s, we’ve been able to unplug other products that were hugely expensive, so our cost savings was 70%.”

**Tony Summerlin, Senior Strategic Advisor Consultant,
FCC**



UST is a leading worldwide provider of technology and advanced services, with Fortune 500 customers in finance, healthcare, manufacturing, retail, technology, and more. UST's unique engagement model combines local onsite resources with the cost and quality advantages of offshore operations.



Aliso Viejo, California, USA



30,000+ employees in
30 countries

Zscaler Impact



Saves ~65% vs. cost of previous on-premises solutions



Reduces the cost of web security services by **40%**

Challenge

Centralize web security management, reduce security spend, and provide a more secure, stable internet experience

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™

Outcomes

- Reduces the cost of web security services by 40%
- Enables real-time alerting and correlation with device logs via behavioral analysis
- Provides full inspection of all traffic, even encrypted traffic, with no impact on performance
- Maintains robust security for all remote workers, any time, anywhere, through the Zscaler cloud

“We were very impressed with the way we could put Zscaler to work immediately, without the need for complex configurations or additional hardware procurements.”

**Sunil Kanchi, CIO and Chief Investment Officer,
UST**



Unilever is one of the largest consumer goods products in the world, whose products are household items globally. They own over 400 brands that spread across personal care, beauty, homecare, and food and beverage. They touch over 2.5B consumers daily with at least one of their products.



London, United Kingdom



140,000 employees in
190+ countries

Zscaler Impact



Lowers costs 60% by
minimizing MPLS spend



Secures app access for
100K+ employees

Challenge

Implement infrastructure and security that stands up to the 70+% growth in e-commerce since the onset of COVID-19

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™

Outcomes

- Lowers costs 60% by transforming from MPLS to an internet & SD-WAN model
- Secures connections for 100K+ employees by making the internet the corporate network
- Lays foundation for improved endpoint/IoT security with a diverse partner network
- Increases sustainability through improved data analytics and insights

“We’re using ZIA on all of our devices and all of our access points into the internet, which gives us a controlled level of security, wherever.”

Adam Raeburn James, CTO,
Unilever



Ciena is a networking systems, services, and software company that delivers best-in-class networking technology through high-touch consultative relationships. They enable their customers to optimize their existing frameworks while incorporating new technologies and ways of working.



Hanover, Maryland, USA



6,600+ employees in
35 countries

Zscaler Impact



Cuts MPLS costs and help desk tickets by **50%**



Reduces application latency by **20%**

Challenge

Raise the engagement level of all employees, specifically during daily meetings, while enhancing security and reducing costs

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™
- Zscaler Digital Experience™
- Zscaler Advanced Cloud Firewall™

Outcomes

- Cuts MPLS costs and help desk tickets by 50%
- Reduces application latency by 20%
- Quickly resolves 95% of user experience issues, up from 25%
- Improves user experience and doubles meeting participation
- Secures work-from-anywhere access to internet, SaaS, and private applications

“Working with VeloCloud and Zscaler, we were able to reduce application latency by 20 percent while having high-value security available from anywhere, anytime, anyplace on any device.”

**Ed DeGrange, Principal Security Architect,
Ciena**



With over 45,000 team members in 17 countries, Micron Technology, Inc. is the fifth largest manufacturer of memory and storage solutions. Its broad portfolio encompasses high-performance DRAM, NAND, and NOR semiconductor products delivered through its global brands, Micron and Crucial.



Boise, ID, USA



45,000+ employees globally

Zscaler Impact



Reduces operational overhead by **50%**



Enables strong protection of high-value R&D data

Challenge

Secure users and workloads with consistent controls that combat threats and protect intellectual property across a hybrid, multicloud ecosystem

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™

Outcomes

- Eases the management burden and reduces operational overhead by 50%
- Enables strong protection of high-value R&D data
- Provides a consistent, safe experience for all end users
- Dramatically reduces the number of cyberattacks

“[Zscaler provides] everything we need in a zero trust platform: scalable SSL traffic inspection, sandboxing and other threat prevention functionalities, data protection, and a consistent experience...”

**Nitin Negi, Sr. Manager for Security Eng. and Ops.,
Micron Technology, Inc.**

[View Success Story](#)



Northgate Market provides fresh and prepared foods as well as domestic and imported Latin American groceries to 500,000 customers each week, all while fostering a workplace where workers are treated like family. The company also manages two data centers and a 384,000 square foot distribution center.



Anaheim, California, USA



7,000 employees in
40+ locations

Zscaler Impact



Saves 40% in expenses,
even with higher
bandwidth consumption



**Simplifies issue
identification and
remediation**

Challenge

Move beyond aging network and security infrastructure to reduce costs and meet modern speed and availability needs amid ambitious growth

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™
- Bandwidth Control

Outcomes

- Saves 40% in expenses, even with higher bandwidth consumption
- Eliminates network outages with high availability configuration
- Simplifies issue identification and remediation with network visibility
- Enables traffic prioritization and segmentation
- Simplifies and speeds up deployment with a combined solution

“Zscaler was the perfect solution given our business strategy, leveraging priority at the specific application level, unlike what was possible previously.”

**Harrison Lewis, CIO,
Northgate Market**



Primetals Technologies develops advanced systems for metal producers and offers services such as the digitalization of production-related processes, concepts for interlinked casting and rolling, and process analysis and optimization. It operates in 26 countries and has more than 7,500 employees.



London, UK



7,500+ employees

Zscaler Impact



Reduces the number of global data centers to **cut infrastructure costs 35%**



Increases productivity through faster troubleshooting

Challenge

Replace a hub-and-spoke network model with SD-WAN; secure hybrid work with a cloud-delivered zero trust architecture

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™
- Zscaler Digital Experience™

Outcomes

- Reduces the number of global data centers to save up to 35% in infrastructure costs
- Eliminates legacy tech debt with SD-WAN and direct-to-internet connectivity
- Increases help desk and user productivity through faster troubleshooting
- Accelerates M&A time-to-value and reduces related costs through rapid IT integration

“In the course of transitioning to the cloud, it was necessary to modernize the security stack... the Zscaler Zero Trust Exchange played a pivotal role in making that vision a reality.”

**Ralph Deleja-Hotko, Head Backend and Cloud Solutions,
Primetals Technologies**

[View Success Story](#)



TT Electronics is a global provider of engineered electronics focused around power, connectivity, sensors, and manufacturing. To support business continuity and its global customers, many essential in the fight against the COVID-19 pandemic, the company implemented the Zscaler Zero Trust Exchange™.



Woking, England, UK



4,800+ employees in
29 locations worldwide

Zscaler Impact



Reduces costs by 30—
40%



Rolls out quickly at
scale—**3,000+ workers**
worldwide in 3 weeks

Challenge

Empower employees with seamless, fast digital experiences as they work from any device and any network anywhere, while also enhancing cybersecurity

Products

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™
- Zscaler Private Access™

Outcomes

- Reduces costs by 30—40%
- Eliminates bandwidth limitations and high MPLS expenses
- Rolls out quickly at scale—3,000+ workers worldwide in just three weeks
- Supports all users regardless of device or location
- Offers deep insight to foster granular control

“Zscaler just works. No more bandwidth limitations, no more frustrated users, no more skyrocketing MPLS costs.”

**Jaye Tillson, Head of Architecture,
TT Electronics**

Wrap-Up

The Zscaler Zero Trust Exchange helps thousands of organizations—across industries and around the world—to securely embrace the many benefits of digital transformation, overcome the challenges of perimeter-based architectures, and achieve significant cost savings.

To learn more about the economic value that Zscaler provides to customers, read [ESG's Economic Validation Report](#).

To see more of what Zscaler customers have to say, visit [our customers webpage](#).

ESG's Economic Validation Report

[Read Now](#)

Read more from our customers

[Read Now](#)



About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so that customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange™ protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 150 data centers globally, the SASE—based Zero Trust Exchange is the world's largest inline cloud security platform. To learn more, visit www.zscaler.com.

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