Accelerate IT Integration During Your Next M&A

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70% of M&A-driven IT integration initiatives that fail do so as a result of missteps in the earliest stages

*Bain*, June 2019
“Companies often invest in a commercial, operational and financial due diligence, but often do not want to invest in an appropriate technology diligence”

Sachin Shah, Partner at Bain
Zero Trust Transforms Application Access

1. Application access is decoupled from network access
2. Inside-out connections ensure private apps are invisible
3. Application segmentation, not network segmentation
4. Internet is the new corporate network
Zscaler Private Access: Fast and secure access to private apps

- The experience users want, with the security IT needs

**How it works…**

1. A user requests access to an app
2. Policies determine if the user has access to the app
3. If allowed, the cloud establishes inside-out connection from App Connector to ZEN and client to same ZEN

**ZTNA approach:**

- Treat all as untrusted – both outside & inside the perimeter
- Verification prior to granting access
- Access is granted on a strict “need to know” basis
- App access without requiring network access
- Segment of one is created between named users & named application
How does Zscaler Private Access accelerate integrations and divestitures?
Accelerating Mergers, Acquisitions, and Divestitures with ZPA

- Provides Day 1 Access to Shared Services
- Reduces / virtualizes M&A kit
- Reduces the scope of TSA’s (Transitional Services Agreements) during a carve-out
- Enables application discovery
Accelerate access from months to weeks

**Old World**

1. Examine the acquired company’s network hygiene to determine risk
2. Order circuits from telecom companies (and then wait 3-9 months in some cases)
3. Set up flexible IP addressing scheme and/or NAT to absorb devices on new network(s) and ensure no address overlap
4. Coordinate joint internal firewall changes – ports, source addresses, NAT, etc.
5. Perform joint application inventory
6. Determine how to enforce access control rules - firewall, NAT, proxy, etc.
7. Configure various required access control mechanisms, load-balancing, etc.

**New World**

- Subscribe to Zscaler Private Access - no need for new circuits or network changes
- Turn on application discovery
- Configure user-to-application access based on discovery & user context
Accelerating M&A with some help from ZPA
Control access based on identity, monitor in real-time

Command & Control

IDP integrations
ZPA consumes SAML attributes from any identity provider
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**Manage multiple IDPs**
Multiple Identity Provider (MIDP) support allows for greater flexibility
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Real-time visibility
Real-time audit logs deliver visibility into all user activity
Simplified policy management across all entities

Standardize security

Simplify security
Standardize access across all entities with global policies

Define policies
Set policies within minutes to embrace true least privilege access strategy
Discover private apps running within M&A environments

**Improved Visibility**

**App Discovery**
Dynamically identify of unknown apps that exist within merger or acquired companies

**Reduce business risk**
Define policies for discovered apps immediately to reduce attack surface
Provide visibility into authorized applications

**Simplify access to apps**

**Boost user productivity**
User portal displays all apps a user has access to

**Least privilege access**
Visibility is based on the identity of the users and policies set by admins
Multiple trusted networks

RDP is on Network A

User 1 on Trusted Network A

JIRA is on Network B

User 2 on Trusted Network B

Client Traffic Policy
Bypass RDP for ZPA on Trusted Network A

1 User 1 accesses RDP on local network
1 User 1 accesses JIRA over ZPA

Client Traffic Policy
Bypass JIRA for ZPA on Trusted Network B

2 User 2 accesses JIRA on local network
2 User 2 accesses RDP over ZPA
PAYCHEX

Accelerating M&A with ZPA. The Paychex story.
Enterprise Technology Services at Paychex provides Network, End Point, Collaboration, Productivity Apps, Data Center and Unified Communications engineering and operational support nation wide.

Carlos Cong
Senior Manager, Enterprise Technology Services
Leads a team of 100+ engineers across the United States
About Paychex

The Power of Simplicity

Over 45 years of industry experience

• #1 Small Business payroll provider, providing payroll services to over 12 million workers.
• Inc.com best HR outsourcing company (1.5M worksite employees).
• #1 401k record keeper in the US, with over 87k clients served, 1 million participants.
• 20th largest insurance agency in the US. $2.4B in premiums paid, serving over 125k clients.
• 670,000 clients, with over 100,000 of those clients using our services for more than a decade.
• $3.8M in Revenue, with 18,000 employees and over 150 locations in the US and Europe.
Our Journey with Zscaler

- Zscaler EA customer since 2018.
- As a part of our transformation, we are coupling SDWAN with Proxy in the Cloud to:
  - Reduce network expense
  - Improve app performance
  - Improve the employee experience
  - Move to a Zero Trust topology
  - Enhance inspection and visibility of user behavior
- Deployed ZIA across the organization for 18,000 employees, completed July of this year.
Motivation behind ZPA

- Acquired Oasis HR with 2000 users in 50 locations
- Needed to provide Oasis users access to Paychex apps for HR, IT, Payroll etc.
- Existing approach to connect acquired organizations to Paychex networks took 3 months
- Paychex does several M&As and needed a solution that can become a part of their M&A playbook
- Wanted to provide application access without providing network wide access
Deploying ZPA at Paychex

1. Integrated Oasis users into Paychex AD
2. Configured Azure AD for user and Admin SSO
3. Setup Connectors in 2 primary DCs
4. Setup ZPA for application discovery
5. Rolled out Zscaler App via MSI/Intune
6. Turned on access to key applications in HR, IT and Payroll in 30 days!
ZPA Architecture
Step by Step

1. User authenticates with Paychex Credentials through Zscaler Application

2. User identity/role is verified (before DNS)

3. Policy is checked to determine if access is permitted

4. ZENs/Brokers Optimal path to app is determined

5. If allowed:
   - Z-Connector initiates outbound connection
   - Z-App initiates a connection (per app)
   - Zscaler cloud broker stitches connection together

6. Z-Connector provides app load balance across VMs/servers

7. Monitor app usage — anomaly detection

8. Wildcard
What value did ZPA provide?

- Reduced the time for providing access from 3 months to 30 days!
- Ability to configure ZPA for wildcard access made it easy to provide access without having to know AD groups
- Setting up Connectors was quick and easy, which proved out the solution for future acquisitions
- View MIDP as key to consuming identity from the acquired organization
- Browser Access really simplifies access to web apps
- ZPA is now a part of M&A playbook
Lessons learned and Recommendations

1. Network and Security policies and configurations have a significant impact on the level of complexity.

2. User education is essential. Logon processes, services access and usage can create confusion for users and support teams.

3. Effective partnership with acquisition is essential for a successful implementation and rollout.

4. Authentication to multiple instances of a cloud service by the same provider can add complexity and confusion.
Recommended Next Steps

- Experience ZPA with a 7-day “ZPA Interactive” demo
  - https://www.zscaler.com/zpa-interactive

- Read the ZTNA for M&A reference architecture guide

- Discuss the M&A use case with a Zscaler rep
ENGAGE | In an open forum with Zscaler employees, partners, and customers

SHARE | Your knowledge and learn from experts in cloud security

JOIN | The conversation at community.zscaler.com
Thank You