Our Office 365 Journey
Agenda

What we are seeing today

• The trends related to Office 365 as observed in the world’s largest security cloud

The best approach

• Guidance provided by Microsoft on the best approach for connecting end users to the Office 365 service and avoiding the challenges common to Office 365 deployments within large organizations

A transformation journey to support Office 365

• A real-world example of a transformation initiative driven by Office 365, outlining what to prepare for in regards to your network and security architecture, the impact to your teams, and how to set expectations in the organization
What We Are Seeing Today
The staggering growth of Office 365

2000+
Office 365 customers

18 PB
Office 365 traffic processed per month and growing

7X
Growth rate in last 2 years—3X faster than overall cloud growth
Office 365 compared to the rest of the cloud

- Office 365
- Salesforce.com
- Facebook
- YouTube
The Best Approach – Guidance From Microsoft
The enterprise connectivity challenge

- Hotel
- Coffee shop
- Home Office
- Office 365

Network first mile

Microsoft global network

ISP

Enterprise last mile

Cloud Access Security Broker
Firewall / NGFW
Intrusion Prevention System
Data Loss Prevention
Secure Web Gateway
WAN Accelerator
Proxy Server

Enterprise last mile

MPLS

Corporate MPLS WAN / Network perimeter

On premises network

Head Office

Hotel

On premises network

Branch Office

VPN
The enterprise connectivity challenge

Enterprise connectivity involves various components and technologies to ensure secure and reliable communication across different locations. This includes:

- **Network First Mile**:
  - ISP
  - Microsoft global network

- **Enterprise Last Mile**:
  - Corporate MPLS WAN / Network perimeter
  - Proxy Server
  - Firewall / NGFW
  - Intrusion Prevention System
  - Data Loss Prevention
  - Secure Web Gateway
  - WAN Accelerator
  - Cloud Access Security Broker

- **On-Premises Network**:
  - Head Office
  - Branch Office
  - Hotel
  - Coffee shop
  - Home Office

- **Remote Access**:
  - VPN

[Diagram showing connectivity between different locations and security measures.]
The enterprise connectivity challenge

Enterprise last mile

Enterprise connectivity challenge

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On premises network

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Corporate MPLS WAN / Network perimeter

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Microsoft global network

Network first mile

Windows/Office Updates

Hotel

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Enterprise last mile
The enterprise connectivity challenge

- **Enterprise last mile**
  - Hotel
  - Coffee shop
  - Home Office

- **Network first mile**
  - ISP
  - Microsoft global network
  - Other Cloud Services

- **On premises network**
  - Head Office

- **Corporate MPLS WAN / Network perimeter**
  - Branch Office

- **MPLS**

- **Proxy Server**
  - Cloud Access Security Broker
  - Firewall / NGFW
  - Intrusion Prevention System
  - Data Loss Prevention
  - Secure Web Gateway
  - WAN Accelerator
  - Other Cloud Services
### Issues with the traditional model for Microsoft 365 traffic

<table>
<thead>
<tr>
<th>Exchange Online</th>
<th>Skype for Business &amp; Microsoft Teams</th>
<th>SharePoint Online &amp; OneDrive for Business</th>
<th>Office &amp; Windows updates</th>
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<td>Latency due to distance and operations</td>
<td>Traditional proxies don’t handle User Datagram Protocol (UDP) traffic</td>
<td>Additional persistent connections by client</td>
<td>High update frequency</td>
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<td>Outlook requires around five (5) TCP connections per user</td>
<td>Additional persistent connections by client</td>
<td>Large amount of data movement</td>
<td>Risk of bandwidth saturation due to repeated downloads for each device</td>
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<td>Designed for transient rather than persistent connections</td>
<td>Media traffic can add high load</td>
<td>Same destination IP used for all connections</td>
<td>Office 365 ProPlus updates range from ~100-350 MB and can number about 30 per year, depending on channel</td>
</tr>
</tbody>
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Common outcomes: Wrong network architecture

- Poor performance of cloud services
- Impact on non cloud-based services: Bandwidth contention
- Poor user experience
- Slow deployment times
- Increased costs
- Increased complexity
- Lower business agility
Office 365 connectivity principles

Differentiate traffic
Identify and differentiate Office 365 traffic using Microsoft-published endpoints data

Egress connections
Egress Office 365 data connections as close to the user as practical with matching DNS resolution

Optimize route length
Avoid network hairpinss and optimize connectivity directly into the nearest entry point into Microsoft’s network

Assess network security
Assess bypassing proxies, traffic inspection devices and duplicate security which is available in Office 365

aka.ms/o365ip
## Optimize category endpoints

**Reminder:** It’s not sufficient to open connectivity only to these endpoints for Office 365 to work

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• No proxy URL-based endpoints | • Relay discovery, allocation, and real-time traffic (3478), audio (3479), video (3480), and video screen sharing (3481)  
• Real-time traffic alternate on TCP port 443 | • Media traffic is particularly latency-sensitive  
• UDP is required for optimal media quality  
• TCP 443 is used if UDP path is blocked somewhere on network |
| Exchange Online           | For all Exchange IP addresses:  
• https://outlook.office365.com:443  
• https://outlook.office.com:443 | • Outlook.office365.com is used by Outlook clients  
• Outlook.office.com is used by Outlook on the Web | • High traffic volume  
• Multiple TCP connections per client  
• Instant search, other mailbox calendars, free/busy lookup, manage rules and alerts, Exchange Online archive, emails departing outbox |
| SharePoint Online         | For all SharePoint IP addresses:  
• https://<tenant>.sharepoint.com:443  
• https://<tenant>-my.sharepoint.com:443 | • Web access to SharePoint and OneDrive  
• OneDrive for Business sync tool | • High traffic volume  
• Large file upload and download  
• All connections to same IP address |

<tenant> is used if customer doesn’t provide tenant name
Microsoft global network

✓ Fast, globally available network
✓ 100,000 miles of fiber in over 130 locations
✓ More than 150 global edge nodes reaching 80 percent of the global gross domestic product (GDP) within 30 ms
✓ Peering relationships with over 2,700 ISPs in over 190 locations
✓ Connects over 35 Office 365 data center locations
✓ Fully software-defined and managed by Microsoft
✓ 54 Azure regions
✓ 50 ExpressRoute sites with over 160 ExpressRoute connectivity partners

*These network sites aren’t exhaustive

Peering and Edge – Service front door locations
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Connectivity architecture – Bringing Office 365 closer to all users

- Microsoft global network (AS8075): Presence | Peering | Backhaul
- Distributed service front door infrastructure
- Intelligent content and business logic placement
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Office 365 cloud becomes closer and closer to end users
Connectivity architecture – Bringing Office 365 closer to all users

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Office 365 cloud becomes closer and closer to end users
Office 365 service front doors

Exchange Online – Client access front-end servers

Locations highlighted are a rough representation of locations and subject to change
Office 365 service front doors

SharePoint Online and OneDrive for Business – Azure front door service

Locations highlighted are a rough representation of locations and subject to change
Office 365 service front doors

Teams transport relays

Locations highlighted are a rough representation of locations and subject to change.
Office 365 connectivity architecture and strategy

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**Question:** What can you do to align with Office 365 strategy and fully take advantage of these investments?

**Answer:** Egress Office 365 data traffic locally with matching DNS name resolution
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![Diagram showing Office 365 connectivity architecture](image)
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Estimated user to front door RTT (Exchange Online example)
- 140 ms
- 50 ms
- 25 ms
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## App-level security for optimized endpoints

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- Media traffic is encrypted  
- Multi-factor authentication (MFA) |
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- https://outlook.office365.com:443  
- https://outlook.office.com:443 | - Outlook.office365.com is used by Outlook clients  
- Outlook.office.com is used by Outlook on the web | - Exchange Online protection  
- MFA  
- Anti-malware protection  
- Data loss prevention (DLP)  
- Office 365 Advanced Threat Protection (ATP) |
| SharePoint Online         | For all SharePoint IP addresses:  
- https://<tenant>.sharepoint.com:443  
- https://<tenant>-my.sharepoint.com:443 | - Web access to SharePoint and OneDrive  
- OneDrive for Business sync tool | - DLP  
- Anti-malware protection  
- Office 365 ATP |

<tenant> is used if customer doesn't provide tenant name
Common outcomes of a modern architecture for cloud services

- Excellent performance of cloud services
- Increased performance of non cloud-based services
- Excellent user experience
- Rapid deployment times
- Potential for reduced costs
- Reduced complexity
- Increased business agility
A Customer Success Story: The Transformation Journey to Support O365
Challenges of a Global Enterprise Moving to Office 365

Located on 6 continents

**Growth** through acquisitions and mergers (350+ locations)

Regional design **complexity**

**Collaboration tools** varied by business units

**Disparate** security controls/policies

Full global **CASB** integration

Architecture complexity

- 6 major data centers
- 15 regional-based internet egress points
- 7 email systems with **73 TB** of data
- 4 MPLS providers with various configurations
- **360 TB** of SharePoint & unstructured data across all data centers
Cloud transformation strategy to support Office 365

**Cloud-first**
- SaaS enables a fast user experience and IT agility

**Internet-first**
- Network simplification, standardization, and cost reduction

**Security-first**
- Enables and maximizes security visibility, and standardized and enforced controls

**Global collaboration**
- Delivers a competitive advantage and enhances global productivity and integration with external partners
The Phased Approach to Leverage Zscaler for Office 365

Initiatives

• Deploy Zcaler with PAC, CASB integration, for SharePoint

350 Locations
The Phased Approach to Leverage Zscaler for Office 365

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• Deploy Zscaler with PAC, CASB integration, for SharePoint
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The Phased Approach to Leverage Zscaler for Office 365

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- SD-WAN with local breakouts

Benefits
- Consistent O365 end user experience
- Improved performance and accessibility
- Simplified global business processes
Lessons learned – Local internet breakouts for all locations

For all apps – Even non-web apps

Internet and SaaS

Direct-to-cloud architecture
Lessons learned – Support all ports and protocols

- **Office 365 (All ports and protocols)**
  - **Port:** 443
  - **Protocol:** HTTPS
  - **User:** Jen
  - **App:** Outlook Online
  - **Location:** All

- **Internet**
  - **Port:** 3478, 3479, 3480, 3481
  - **Protocol:** UDP
  - **User:** Chris
  - **App:** Skype for Business Online
  - **Location:** All

- **Port:** Any
  - **Protocol:** UDP
  - **User:** Steve
  - **App:** BitTorrent
  - **Location:** All

Easily scale NGFW control across all locations to support O365 without appliance cost and complexity

- Unified policy and administration
- User identity awareness
- Application visibility and control
Lessons learned: Think about your DNS architecture

Centralized DNS can cause application performance challenges

Centralized DNS

San Jose user > Atlanta DNS > Atlanta

User traffic is routed to Atlanta instance

Lots of hops create slow experience
Lessons learned: Think about your DNS architecture

Centralized DNS can cause application performance challenges

Centralized DNS
San Jose user > Atlanta DNS > Atlanta

User traffic is routed to Atlanta instance
Lots of hops create slow experience

With Zscaler Cloud Firewall
San Jose user > San Jose ZEN > San Jose

Zscaler optimizes DNS
User traffic is routed to San Jose instance
Lessons learned – Reduce admin burden with “One-Click”

Updates Office 365 IP/URLs

Traditional approach requires frequent firewall updates across many devices to maintain connectivity

We are integrated with Office 365 Web Service for automated updates

One-Click configuration

Enable Microsoft-Recommended One Click Office 365 Configuration

Easily maintains updates without day-to-day Office 365 administration

Fingerprints all Office 365 applications

No more keeping up with URL and IP changes in the Office 365 application.

Automatically configures white list

Exempts Office 365 traffic from authentication and SSL decryption, as recommended by Microsoft
Zscaler for Office 365 and direct internet

**For your Office 365 Traffic**
- Fully compliant with Microsoft’s connection recommendations
- **Direct internet** for a fast user experience across all ports and protocols
- **Easily deployed** and no hardware needed!
- **One-Click configuration** automates O365 IP address changes and exempts from SSL inspection
- **Optimize connectivity** with Zscaler Cloud Firewall and Bandwidth Control

**For your open internet traffic**
A full security stack for the rest of your direct internet connections

- **Access Control**
  - Cloud Firewall
  - URL Filtering
  - Bandwidth Control
  - DNS Filtering

- **Threat Prevention**
  - Adv. Protection
  - Cloud Sandbox
  - Antivirus
  - DNS Security

- **Data Protection**
  - Data Loss Prevention
  - Cloud Apps (CASB)
  - File Type Controls
Recommended Next Steps:

- Visit the Zscaler for Office 365 page on zscaler.com/O365
In an open forum with Zscaler employees, partners, and customers

Your knowledge and learn from experts in cloud security

The conversation at community.zscaler.com
Thank You