

CASE STUDY: Zscaler Internet Access Deployment



INTRODUCTION

Born and built 100% in the cloud, Zscaler operates a massive, global cloud security architecture, delivering the entire gateway security stack as a service. By providing fast, secure connections between users and applications, regardless of device, location, or network, Zscaler is transforming enterprise security for modern cloud era.

While Zscaler is intuitive and easy to maintain once installed, it is a new paradigm for end point protection. As such, it can represent new challenges to both the networking and security teams, requiring them to work together and think in new ways in order to have a successful deployment.

Secutor's vast experience in deploying Zscaler to dozens of large organizations has proven invaluable.

SITUATION

A petroleum and natural gas exploration company with over 3000 users spread across 3 countries had started a new initiative to streamline and modernize IT operations. Moving into the “cloud” was a natural fit for them, and first on the list were Office 365, Okta, and Zscaler. The new tools needed to work together, and allow a seamless Internet experience for users as they moved between offices or worked remotely.

CHALLENGES

Secutor reviewed and rapidly identified their most pressing challenges, which included:

- Zscaler deployment had stalled out at a few hundred users because multiple websites weren't working
- the network architecture was “hub and spoke”, which added latency

- Office 365 was running into port exhaustion on the primary firewall
 - Single Sign On (SSO) thru Okta was not working for all websites
 - Transition from office to home wasn't seamless
 - Office in Malaysia had excessive latency due to limits on bandwidth available to the nearest Zscaler hub
 - Guest WiFi was a "black hole" (concerned about liability)
4. **Latency** - Worked with Zscaler and the customer's network team to get a Zscaler node (VZEN) installed in the customer's environment
 5. **Integration** - Resolved the issues with the Office 365 and Okta integration
 6. **Metrics** - Identified usable and understandable metrics that were the most important to the customer and automated them
 7. **Training** - Provided knowledge transfer to ensure a smooth transition of the new systems and processes to the customer's staff

SERVICES PROVIDED

Secutor Cybersecurity experts collaborated with the customer's IT Security and Networking teams to provide the following services:

1. **Analysis** - Before recommending solutions Secutor first interviewed the relevant staff to understand not only why the deployment had stalled-out, but also to see the "big picture" - to align with the customer's ideal end goal
2. **Roadmap** - Secutor then laid out the plan with milestones for full deployment
3. **Architecture** - Worked with the customer's network team to design the most efficient and seamless transfer of web traffic from the Zscaler nodes

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Our proven track record of successfully exceeding client expectations is achieved through the combination of our methodical approach, advanced technologies, subject matter experts, and synergy with client team members.

Secutor is your team of world-class problem solvers with vast expertise and experience delivering complete solutions keeping your organization protected, audit-ready, and running smoothly.