



Zero Trust Success Stories

How companies use Zscaler to embrace digital transformation securely and cost effectively

Why Zero Trust with Zscaler?

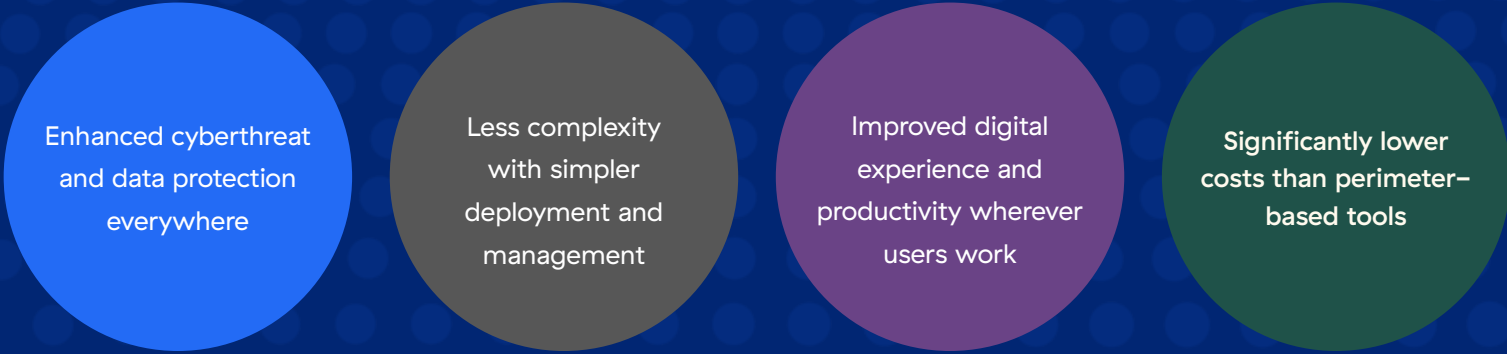
As organizations undergo digital transformation, hub-and-spoke networks and castle-and-moat security models are rendered obsolete. They increase risk by placing users on the network, create complexity through patchworks of point products that are time consuming to manage, impede user experience and productivity via backhauling, and ultimately increase cost.

The cloud and mobile world requires a new approach to networking and security. This is particularly true for small and medium-sized businesses that lack the resources of larger companies, and need to do more with fewer resources while staying secure. The good news is that Zscaler provides this needed, modern approach.

The Zscaler Zero Trust Exchange™ enables fast, secure connections and allows your employees to work safely from anywhere, using the internet as the corporate network. The Zero Trust Exchange runs across 150 data centers worldwide, ensuring that the service is close to your users, co-located with the cloud providers and apps they are accessing, such as AWS and Microsoft 365. It guarantees the shortest path between your users and their destinations, providing comprehensive security and an amazing user experience. It does all of this while delivering greater economic value than perimeter-based architectures.

The following pages detail several of Zscaler's mid-market customers, reveal why they deployed the Zero Trust Exchange, and provide hard numbers that demonstrate the value of the One True Zero Trust Platform.

Consistently, customers report:



Enhanced cyberthreat
and data protection
everywhere

Less complexity
with simpler
deployment and
management

Improved digital
experience and
productivity wherever
users work

Significantly lower
costs than perimeter-
based tools

Success stories:

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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

- Slashes ransomware disruptions, increasing employee productivity and reducing risks
- 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

“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



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



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



Reduce costs by 30—40%

Challenge

The Zero Trust Exchange offers TT Electronics users a seamless, fast, secure experience as they work on any device, anywhere

Products

- [Zscaler Zero Trust Exchange™](#)
- [Zscaler Internet Access™](#)
- [Zscaler Private Access™](#)

Outcomes

- 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
- Eliminates bandwidth limitations and high MPLS costs
- Reduces costs by 30—40%

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

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



NIBCO INC. is a privately-owned manufacturer of valves, fittings, and flow-control products. The company operates across the USA, Mexico, Poland, and China. Its acquisition of Milwaukee Valve expanded its footprint and positioned it for growth in a global marketplace.



Elkhart County, Indiana, USA



Operates from 16 locations across four countries

Zscaler Impact



Automatic blocking of **6,000+ threats** monthly



Gives the board complete **confidence** in NIBCO's security

Challenge

To implement a zero trust strategy and enable a work-from-anywhere transformation that is both secure and productive

Products

- [Zscaler Zero Trust Exchange™](#)
- [Zscaler Internet Access™](#)
- [Zscaler Private Access™](#)

Outcomes

- Delivers NIBCO associates seamless, secure access from anywhere
- Automatic blocking of 6,000+ threats monthly and 100+ downloaded files weekly
- Offers a greatly enhanced user experience for all associates
- Gives the board complete confidence in NIBCO's security
- Provides millions of dollars' worth of unrivaled security expertise

“We have such confidence in Zscaler technologies, and as Zscaler offers more solutions it will be easy for us to just say ‘let’s do it’.”

Cody Huffines, VP & Chief Information Officer, NIBCO



Mindbody provides cloud-based online scheduling and other business management software for gyms, salons, spas, and others in wellness services. Today, 58,000 health and wellness businesses with 35 million consumers in more than 130 countries and territories use its software-as-a-service (SaaS) offerings.



San Luis Obispo, CA,
USA



Serves 58,000
health and wellness
organizations worldwide

Zscaler Impact



Slashes time to grant a user access to a network resource from **weeks to minutes**



50% less time onboarding
M&A employees

Challenge

Provide secure, effortless work-from-anywhere access to users, including developers and employees of newly-acquired companies

Products

- [Zscaler Zero Trust Exchange™](#)
- [Zscaler Private Access™](#)
- [Zscaler Internet Access™](#)

Outcomes

- Bolsters security posture with zero trust network access and device posture assessment
- Provides improved user experience and faster time to productivity
- Accelerated migration from on-premises data center to AWS cloud
- Deployed remote access five times faster than VPNs, and more securely
- Saves weeks—50% less time—onboarding employees of newly acquired companies

“The ease of using the services within the Zero Trust Exchange, both for end users and IT, simply blew away the competition.”

Michael Jacobs, Deputy CISO,
Mindbody



Fareportal is a leading travel agency based in North America, featuring well-known brands such as CheapOair.com. It provides convenient online booking as well as a 24/7 personalized booking experience arranged by hundreds of trained and certified travel agents in multiple countries and languages.



New York, NY, USA



4,100 users

Zscaler Impact



Reduces attempted malicious connections by 50%



Condenses 700 internet access rules down to ~75

Challenge

Securing digital transformation, creating unique policies for various contact center groups and throughout the organization

Products

- [Zscaler Zero Trust Exchange™](#)
- [Zscaler Internet Access™](#)

Outcomes

- Implements granular policies for internet access
- Deploys comprehensive security to reduce attempted malicious connections by 50%
- Simplifies operations and condenses 700 internet access rules down to around 75
- Future-proofs security to speed up international growth and expansion

“The only solution we were able to find to solve our digital transformation needs was Zscaler.”

Ankur Ahuja, CISO and VP of InfoSec,
Fareportal



The Peel Regional Police is one of Canada's largest municipal police services, serving 1.4 million residents in Brampton and Mississauga, Ontario. It is also responsible for the safety of approximately 49.5 million individuals who annually pass through the Toronto Pearson International Airport.



Mississauga, Ontario, Canada



Approx. 2,200 police officers and 960 civilian employees

Zscaler Impact



Gained comprehensive security for body-worn camera solution



Met or **exceeded** international and local regulatory mandates

Challenge

Secure video data and cloud-enabled business applications to transform safely and meet regulatory requirements

Products

- [Zscaler Zero Trust Exchange™](#)
- [Zscaler Internet Access™](#)
- [Cloud Access Security Broker](#)
- [Zscaler Advanced Cloud Sandbox™](#)
- [Zscaler Advanced Cloud Firewall™](#)
- [Data Loss Prevention](#)

Outcomes

- Provides appropriate security for adopting a comprehensive cloud-based body-worn camera solution
- Offers the highest level of protection against known and unknown threats, including patient-zero attacks
- Enables granular visibility for improving business-critical application performance and compliance with safety protocols
- Enables ongoing innovation by leveraging cloud platforms and applications

“Zscaler just works. I honestly don't know why an organization would consider anything else.”

Tony Ventura, Director of Information Technology Services,
Peel Regional Police



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 improving security

Challenge

Secure all outgoing internet traffic more easily and less expensively while simultaneously enhancing user productivity

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
- Allows granular, zero trust access control of applications and services

“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

CITY of **BOSTON**

Founded in 1630, Boston is one of the oldest cities in the US, with a rich history that has made it a hub of American shipping and manufacturing, culture, and higher education. Today, the city provides infrastructure and services for a population of nearly 700,000.



Boston, Massachusetts, USA



5,500 users

Zscaler Impact



Supports growing web traffic—47% more in the first quarter



Reduces support tickets from 10–15/week to 2/month

Challenge

Provide secure, scalable, cost-effective cloud access for the city's users to improve workflow efficiency and user experience

Products

- [Zscaler Zero Trust Exchange™](#)
- [Zscaler Internet Access™](#)

Outcomes

- Meets demands of rapidly growing web traffic—47% more in the first quarter alone
- Blocks millions of threats and tens of millions of access policy violations each quarter
- Provides visibility into user activity and all apps in the environment
- Reduces support tickets with more consistent filtering—from 10–15/week to 2/month

“Our zero trust approach and ZIA have helped us improve security and reduce user frustration. Ultimately, that’s what it’s all about—delivering secure, modern citizen services to the City of Boston.”

Greg McCarthy, Chief Information Security Officer,
City of Boston



A rapidly growing multinational beauty and wellness company, Marico is also the largest producer of coconut oil worldwide. Built on a culture of innovation, the company touches the lives of one in three Indians through its brand portfolio and operates throughout Asia and Africa.



Mumbai, India



Operates in 25 countries

Zscaler Impact



Improves overall security by **more than 20%**



Reduces management costs

Challenge

Coordinate a consistent security posture across all development teams and gain visibility for meeting compliance requirements

Products

- [Zscaler Zero Trust Exchange™](#)
- [Zscaler Private Access™](#)
- [Zscaler Internet Access™](#)
- [Zscaler Digital Experience™](#)
- [ZPA Private Service Edge](#)

Outcomes

- Ensures workers enjoy smooth, seamless access experiences whether on-site or remote
- Provides granular security controls while supporting company culture
- Streamlines compliance across multiple geographies
- Enhances ability to rapidly scale while simultaneously reducing management costs

“One of the biggest benefits of adopting Zscaler has been increasing our security posture and reducing management costs without compromising user experiences or productivity.”

Mayuresh Purandare, Head of IT Infrastructure & Security,
Marico



One of the top 10 insurers in Canada, Beneva offers a range of insurance, savings, and retirement products. Formed from the merger of La Capitale and SSQ Insurance, Beneva aims to become the country’s largest mutual insurer, bringing together more than 3.5 million members and clients, and promoting a philosophy of shared human values.



Quebec, Canada



5,000 employees

Zscaler Impact



Boosts security for remote workers



Enhances user experience, including quick access to business-critical applications

Challenge

Consolidate multiple web filtering solutions to drive consistency, strengthen security, and streamline management costs

Products

- [Zscaler Zero Trust Exchange™](#)
- [Zscaler Internet Access™](#)
- [Cloud Access Security Broker](#)

Outcomes

- Boosts security for remote workers
- Improves visibility, including in-depth logs detailing what users are accessing
- Enhances user experience, including quick access to business-critical applications
- Provides a standardized solution across two different group companies

“Zscaler allowed us to secure an entire pillar of our security architecture with minimal effort. Ultimately, deploying Zscaler has proved simple, secure, and efficient.”

Jérôme Tétreault, Security Architecture Specialist,
Beneva



After pioneering the Middle East region’s ride-hailing economy, Dubai-based Careem is now the provider of an everyday Super App with continuously expanding offerings for transportation, delivery, services, payments, and more.



Dubai, United Arab Emirates



Operates in 100+ cities with 16 offices in 14 countries

Zscaler Impact



20,000 engineering hours reclaimed



Prevents 15,000 threat violations monthly

Challenge

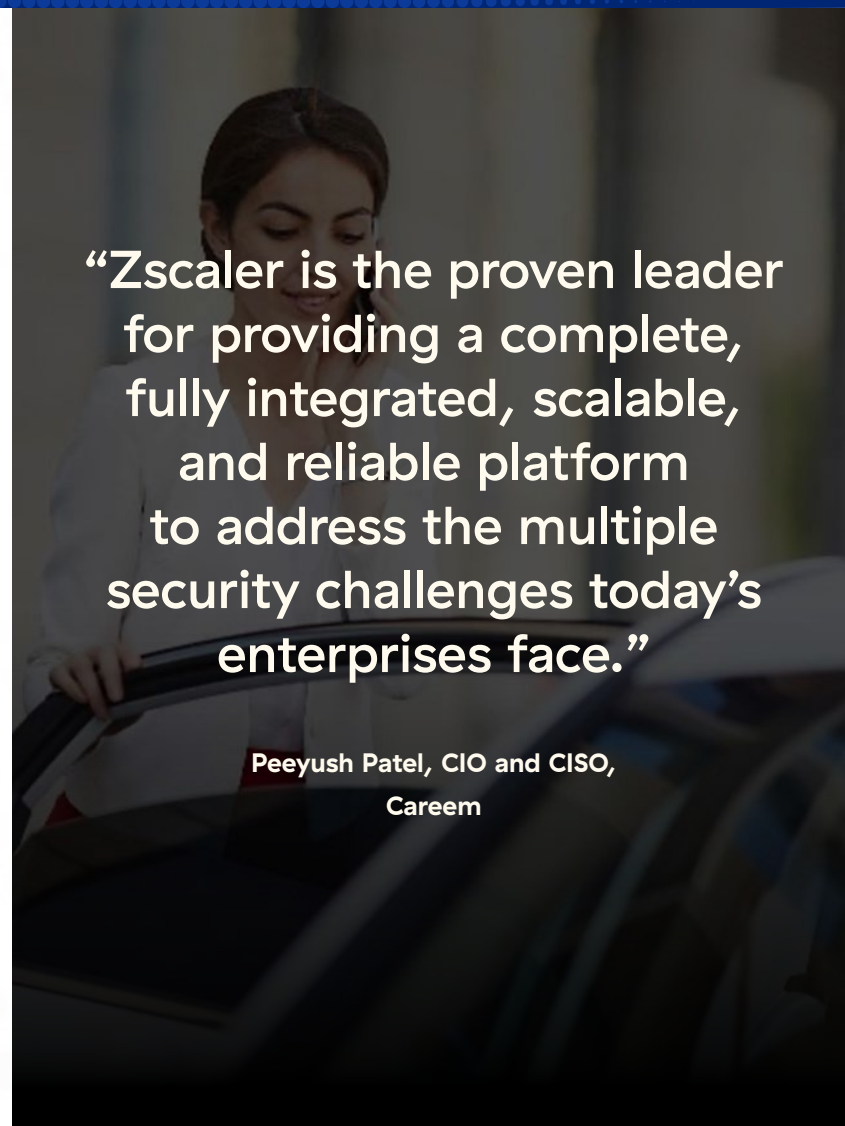
Attract top talent to power high-velocity business growth by replacing VPN and firewall technologies with a zero trust approach

Products

- [Zscaler Zero Trust Exchange™](#)
- [Zscaler Internet Access™](#)
- [Zscaler Private Access™](#)
- [Zscaler Digital Experience™](#)
- [Cloud Access Security Broker](#)
- [Data Loss Prevention](#)

Outcomes

- Reclaims 20,000 engineering hours annually and lowers costs approx. 55%
- Improves issue resolution time 62% and increases NPS 70% among colleagues and CSRs
- Mitigates risk by preventing about 15,000 threat violations monthly
- Reduces geopolitical and compliance complexities and enables M&A
- Obtains strong integrations with AWS, CrowdStrike, Okta, and VMware to support business objectives



“Zscaler is the proven leader for providing a complete, fully integrated, scalable, and reliable platform to address the multiple security challenges today’s enterprises face.”

Peeyush Patel, CIO and CISO,
Careem



Based in the UK, Aster Group is a not-for-dividend, ethically-driven organization whose vision is that everyone has a home. Aster Group UK provides safety and security to their customers through their services. They currently own and manage over 30,000 homes.



Devizes, UK



More than 30,000 homes managed

Zscaler Impact



Dramatically improves user experience



Deployed **3x faster** than expected, to **4x as many users**

Challenge

Provide more secure, faster access to employees so they can work from anywhere while simultaneously moving to the cloud

Products

- [Zscaler Zero Trust Exchange™](#)
- [Zscaler Private Access™](#)

Outcomes

- Secures remote access for 70% of users
- Reduces security risk from third party access to corporate resources
- Simplifies data center consolidation
- Provides foundation for further leveraging the cloud
- Offers fast deployment: 3x faster than expected, to 4x as many users

“ZPA is the future-proof technology for secure remote access. We ... can continue to adopt cloud freely in the way it was intended.”

Neil Mallon, Technology Strategy Lead,
Aster Group



Cache Creek Casino Resort is one of Northern California's largest casino-resort destinations. Besides a world-class gaming experience with thousands of slot machines and hundreds of game tables, it features a four-diamond-rated hotel, 10 restaurants, a 1,400-seat event center, and an 18-hole championship golf course.



Brooks, California, USA



2,000 employees

Zscaler Impact



1 day to deploy secure remote access + internet filtering



Blocks over 100,000 policy violations monthly

Challenge

With small staff, minimize risk of disruption or breach while modernizing security, starting with remote access

Products

- [Zscaler Zero Trust Exchange™](#)
- [Zscaler Internet Access™](#)
- [Zscaler Private Access™](#)

Outcomes

- Implemented seamless, secure remote access and internet filtering in one day
- Improves remote user experience exponentially, boosting productivity
- Significantly expands talent pool for recruiting
- Builds foundation for expansion of zero trust approach and business modernization
- Prevents over 100,000 policy violations and blocks over 200 threats monthly

“Zscaler fast-tracked our digital transformation, allowing us to modernize both our security infrastructure and our workplace, transforming the way we work daily... We are more productive, efficient, and secure than we have ever been.”

Stephen Bailey, Vice President of Information Technology, Cache Creek Casino Resort

Gartner Peer
Insights ‘Voice
of the Customer’
for Security
Service Edge

[Read Now](#)

Wrap-Up

The Zscaler Zero Trust Exchange helps mid-market enterprises around the world to reduce business risk while enabling them to realize the promised benefits of digital transformation, including increased agility and decreased costs.

To see more of what customers have to say about Zscaler, read the [Gartner® Peer Insights ‘Voice of the Customer’ for Security Service Edge](#). Within the report, we were the only company recognized as the Customers’ Choice vendor across all eight segments, including the Midsize Enterprise segment.



| Experience your world, secured.™

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. Learn more at [zscaler.com](https://www.zscaler.com) or follow us on Twitter [@zscaler](https://twitter.com/zscaler).

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