

HARTMANN Group and Zscaler™

For nearly 200 years, Paul Hartmann AG has been producing medical and healthcare products with a focus on wound treatment, incontinence, diagnostics, and infection prophylaxis. As one of the oldest German industrial companies, the HARTMANN Group is now located in more than 30 countries and has over 10,000 employees. Its products and solutions are available in approximately 100 markets around the world.

To support the vast scope and scale of the business, the Group needed a solution to provide faster, more secure Internet access at all locations.



Heidenheim, Germany
www.hartmann.info

Hartmann Group goes further for health with solutions for wound care, incontinence, disinfection, and surgical efficiency that are available in over 100 countries.

User Count: 10,000

Industry: Healthcare

Zscaler Product: Web Security, Cloud Firewall, Office 365, Bandwidth Control

Customer @ A Glance

The challenge: Office 365 deployment

As a future-facing company, the Group sought an innovative solution to enhance its network security while improving efficiency and lowering costs. It introduced Microsoft Office 365 to reduce administrative outlay for its IT department. During the conversion process however, it quickly became apparent that the bandwidth capacity at some locations would cause performance bottlenecks in cloud access and that mobile employee access lacked adequate security. The Group needed to replace the security hardware at each location with a cloud-delivered platform to reduce the administrative outlay.

The solution: Cloud-enabled local breakouts

The solution was a complete digital transformation. The Group researched information at Gartner's Secure Web Gateway Report, and determined that the best approach would be to transition to the cloud-delivered Internet security platform from Zscaler™. Stefan Staub,

IT consultant for security & LAN at the HARTMANN Group, reviewed the performance of the service and IT streamlining requirements within the scope of a proof of concept (POC): "We were facing the challenge that many locations were connected to the corporate headquarters with low bandwidth connections," said Staub. "Instead of increasing the bandwidth, which would have involved replacing the security hardware, we decided to use a solution from the cloud."

Once it was clear that the security platform could both solve the architectural issues around bandwidth performance through the use of local Internet breakouts, and that road warriors could be integrated, the Group decided that the Zscaler Cloud Security Platform was the best solution.

“Within the scope of our switch to Office 365, the next-generation firewall from the cloud and the simple connection to the Zscaler security cloud have made things a lot easier for us.”

Maximilian Plitz | IT consultant for security & LAN

The Zscaler Difference



Streamlined administration

The high level of integration provided by the Zscaler Web Business Suite, combined with its 100 percent cloud-delivered approach to Internet security, dramatically reduced the administrative burden involved in maintaining hardware and software. Through behavioral analysis, Zscaler detects and blocks traditional and emerging malware, including viruses, botnets, zero-day attacks, and more — entirely in the cloud. With this solution, time-consuming manual updates and upgrades are a thing of the past. Modern security policies can be created to provide secure network access for mobile users. With only the need to configure client settings, and because the PAC file is hosted in the Zscaler cloud, much of the work related to provisioning local instances is eliminated as well.



Local Internet breakouts for Office 365 traffic

By switching to Office 365 with each email having to go through the Cloud and the introduction of SharePoint, the Group was aware of higher bandwidth requirements. However, there was little insight into how the implementation would affect user experience with regards to the higher flow of data traffic entering the cloud. As a result, several locations with low bandwidth capacities experienced poor performance. Zscaler fixed this problem immediately by making it possible for data traffic to be sent directly from the router at each location to the cloud using a GRE tunnel, thereby reducing the burden on the connections, and eliminating the need for costly investments in bandwidth and hardware.



Next-generation firewall (NGFW) made hardware at many locations superfluous

The HARTMANN Group now uses GRE tunnels to transmit Office 365 data traffic securely to the end user. The firewall feature of the Zscaler Web Business Suite renders many of the Group's on-premises firewalls unnecessary, so it simplifies administration. "We would miss the functionality of the NGFW if it were no longer here. This feature has helped us a lot, especially with the rollout of Office 365," said Maximilian Plitz, technical security service head and IT consultant for security & LAN at the HARTMANN GROUP. The IT team can now dispense with the outlay for implementation work at several locations, as well as the ongoing maintenance required during normal operation.

About Zscaler

Zscaler enables organizations to securely transform from the old world of IT, which focused on securing the internal network, to the world of cloud and mobility, where the Internet is the new corporate network. Zscaler delivers the inbound and outbound gateway stacks as a service, providing secure access to the Internet and applications in the data center or cloud. Each day, the Zscaler cloud processes more than 160 billion requests, blocking 100M+ threats for 5,000 organizations in 185 countries, and the ThreatLabZ research team provides continuous protection from new and evolving threats. Visit [zscaler.com](https://www.zscaler.com).



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