# UST Global enables a secure, high-performance user experience

**UST**Global®

**UST Global**

**www.ust-global.com**

**Location:** United States, India, Mexico, the United Kingdom, Spain, Malaysia, the Philippines, Singapore, China, and Poland

**Industry:** Technology

**User Count:** 18,000

**Products:**
Zscaler Internet Access
Cloud Firewall, Bandwidth Control

UST Global is a leading digital technology organization that provides advanced services for public and private sector organizations around the world, including Fortune 500 companies across a broad spectrum of industries – banking and finance, healthcare, manufacturing, retail, technology, and more. The company has developed a unique global engagement model that combines local onsite resources with the cost and quality advantages of offshore operations. Headquartered in Southern California, UST Global has offices in Asia, South America, and Europe.

"We were very impressed with the way we could put Zscaler to work immediately, without the need for complex configurations or additional hardware procurements."

**– Sunil Kanchi**
CIO and Senior Vice President
**UST Global**

## The Challenge

In the throes of rapid expansion, UST Global needed a way to centralize management for its web security, reduce spend on security appliances, and provide a more secure and consistent internet experience for users across its multiple worldwide locations.

Like many organizations, UST Global had been using on-premises web security appliances for internet access at its branch locations. According to Praveen Raveendran, Head of IT at UST Global, this approach was starting to take its toll. IT team spent an excess of its valuable time setting up, upgrading, and managing appliances in an effort to maintain high availability. In addition, frequent, unplanned downtime resulted

in performance issues that impacted employee productivity. UST Global also bore the burden of steep hardware licensing and maintenance costs.

"Our legacy infrastructure was cumbersome and expensive to run, with an inflexible licensing model. The growing array of devices and ISPs in use meant that staying on top of potential security vulnerabilities was becoming increasingly complex," says Ranjith Ravindran, Systems Architect at UST Global. "Indeed, many offices had to be separately managed, which meant extra workloads for the global IT support team," Ravindran added.

## Inconsistent Security, Management Complexity, and High Costs Drive Big Changes

As the company continued on its growth path, securing core IT infrastructures became more challenging than ever before—in part, because there was little consistency in the way branch offices handled security. When new offices were launched, there was no straightforward process for deploying IT security and internet connectivity. Typically, tools and hardware appliances were purchased and deployed on an ad-hoc basis at each individual office, which complicated management. Security was also a top concern. At the time, all internet traffic was routed through on-premises proxy solutions, which mainly worked as URL filters rather than providing true, comprehensive malware detection and protection.

As time passed, deploying security policies consistently across multiple devices was becoming onerous. Along with the day-to-day complexity of managing a distributed on-premises web security solution, UST Global faced the added expense of upgrading its in-house security software at least every three years. The IT team also needed a better web security solution for the UST Global's remote workforce of about 7,000 employees. "We were finding that we had to make significant investments to ensure redundancy, even when the offices themselves were quite small," explains Praveen Raveendran, Head of IT at UST Global. "We came to the realization that it was time to find an alternative approach to our IT security."

## Zscaler Deployment Puts an End to Appliances While Fortifying Security

After carefully evaluating security tools and services from multiple vendors, UST Global decided to adopt Zscaler Internet Access™ to monitor and manage all network traffic across the company. Over a two-month period, web security gateway appliances in each office location were removed, and all network traffic—including mobile—was directed to the Zscaler cloud-based security service.

Zscaler Internet Access has completely transformed UST Global's security model with a direct-to-cloud security stack that protects users and offices across all the company's locations. With no need for costly onsite hardware or software deployments, Zscaler applies multiple technologies, such as cloud firewall, content and URL filtering, and bandwidth control, to ensure internet security across every port and protocol. Processing as many as 120B+ transactions per day across a network of 150+ global data centers, Zscaler scans every byte of traffic—including encrypted traffic—for malicious content before they ever reach the end user. Every time a new threat is detected by Zscaler, it is immediately blocked for every device and every user without delay.

### WINS

- **Unified policy enforcement** – Ability to maintain user profiles and ensure consistent access across global office locations.

- **Rapid and accurate threat detection and remediation** – User behavior analysis enriches SIEM, enabling real-time alerting and correlation with logs of other devices.

- **Improved protection** – Core IT assets are protected from malware and cyber attacks at all times, with consistent security across all global locations.

- **Lower hardware costs** – Reduced dependence on security appliances has resulted in significant cost savings while maintaining an optimal level of network performance and reliability.

- **Mobility protection** – With all network traffic directed through the Zscaler cloud, robust security levels are maintained at all times for remote workers.

- **Full SSL inspection** – UST Global can inspect all its encrypted traffic with no impact on performance.

Zscaler checks all web requests and responses and logs complete transaction details. All user access to the internet is authenticated using SAML/ADFS services.The collected data is then used to create real-time reports. These provide UST Global with full visibility to traffic and helps the IT team determine whether existing controls are effective and whether additional controls could be advantageous.

In addition, secure sockets layer (SSL) interception of HTTPS sites prevents employees from using proxy anonymizers to bypass company policy and access blacklisted websites. UST Global also takes advantage of the Zscaler Nanolog™ Streaming Service (NSS), which feeds logs to UST Global's security information and event management (SIEM) and CASB solution and provides complete visibility into internet access activity across all UST Global locations. This user-behavior data enhances actionable intelligence from the SIEM and CASB solutions and enables more accurate threat detection and containment. In the near future, UST Global plans to extend this capability to all remote users with laptops and tablets.

Zscaler's multiple connectivity options provide UST Global with flexible policy enforcement. With this approach, internet access can be provisioned based on the IP address of the machine or the user ID. Because Zscaler is a fully managed service, oversight of internet policies and reporting is accomplished via a single, centralized portal. This helps the IT team ensure consistent protection for all UST Global users.

Providing required bandwidth for UST Global's business websites was another key requirement.

By deploying Zscaler Bandwidth Control, the IT team can make sure that network usage is in line with corporate guidelines and bandwidth for core business applications and cloud services and be prioritized over less critical traffic.

" Zscaler enabled us to maintain user profiles for our global work-force. It helped enhance our users' experience by maintaining consistent access levels to the internet across global office locations. "

– **Praveen Raveendran**
Director and Global Head of IT
**UST Global**

## Zscaler's Compelling Value Proposition

Now that Zscaler is the standard security platform at UST Global, overhead has been substantially reduced. Rather than monitoring and managing hardware appliances at each office, the IT team can focus on tasks that add business value, like the recent migration to Microsoft Office 365.

With Zscaler, UST Global has eliminated locked-in CAPEX investments in hardware, saving approximately 65 percent of the cost incurred for on-premises solutions in the past. Zscaler also reduced the cost of UST Global's web security services by 40 percent.

**About Zscaler**

Zscaler enables the world's leading organizations to securely transform their networks and applications for a mobile and cloud-first world. Its flagship services, Zscaler Internet Access™ and Zscaler Private Access™, create fast, secure connections between users and applications, regardless of device, location, or network. Zscaler services are 100% cloud delivered and offer the simplicity, enhanced security, and improved user experience that traditional appliances or hybrid solutions are unable to match. Used in more than 185 countries, Zscaler operates a multi-tenant, distributed cloud security platform that protects thousands of customers from cyberattacks and data loss. Learn more at **zscaler.com** or follow us on **Twitter @zscaler.**