



How five organizations are elevating WFH into a long-term strategy

Remote work and BYOD are here to stay. Read how innovative CXOs are embracing the change.



The world works differently now

Thousands of organizations have turned the upheaval of employees suddenly being forced to work from home into a new **work-from-anywhere** paradigm—and many are reaping the benefits. Multiple surveys have shown a rise in the productivity of employees working regularly outside the office.

Organizations that enable work-from-anywhere are seeing other benefits as well, including improved employee satisfaction, better customer outcomes, even environmental improvements.

But those benefits cannot be realized unless employees have fast, secure access to the apps they need, even if they're working on unmanaged devices and unsecured networks.

On the following pages, you can read how to overcome those challenges through the stories of CXOs from five leading organizations who tackled the work-from-home challenge and are now turning their rapid-response plans into long-term strategies that advance organizational goals.



What you need when workers go everywhere and bring their own devices

Supporting a handful of remote workers is one thing, but how do you enable a large workforce to securely access the internet, SaaS, and private applications—when they could be anywhere in the world using any device? To start, you need to focus on three areas:



Security and resiliency: Users need to connect to their work from anywhere, and they need to be able to do so using any number of devices. You must decouple application access from network access to reduce your attack surface or the risk of malware moving laterally. *Cloud-delivered zero trust network access services reduce this exposure.*



Simplicity and scale: Adapting to fluctuating capacity needs with traditional network architectures is painfully slow, complex, or just plain impossible. *Cloud-based solutions simplify deployment, scaling, and management to handle the inevitable changes to the business landscape.*



User experience: Users need access to applications regardless of what device they're using or where the app is running. This seamless user experience is critical to productivity. *The SASE framework enables fast connections everywhere users go, delivering services at the edge in widely distributed, global points of presence to minimize latency.*

Take a closer look at each of these focus areas through the eyes of Zscaler™ customers who have embraced work-from-anywhere.



Resiliency

“Our ability to work remotely is better for the employee, it’s better for the environment, and we think there are a lot of benefits we can take after the pandemic...Zscaler has allowed us to be a very resilient city.”

– Ted Ross, General Manager and CIO, City of Los Angeles

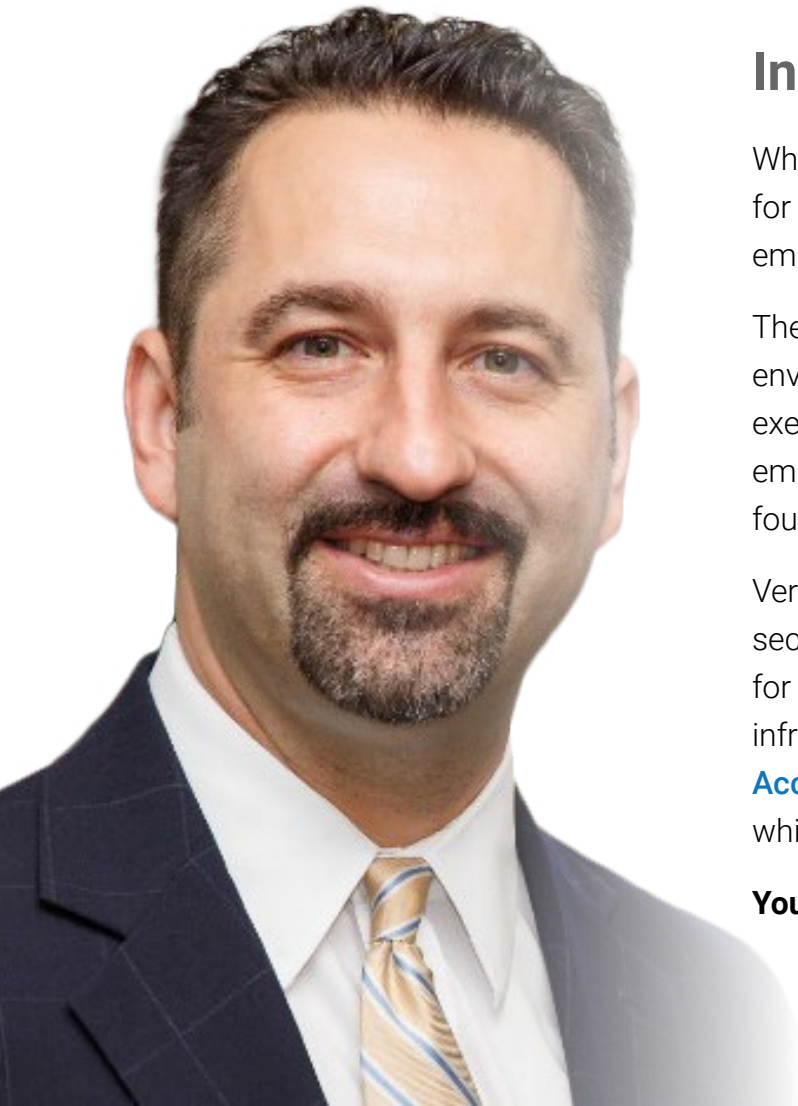
Innovating in times of crisis

What began as a response to a global pandemic has evolved into something far greater for the City of Los Angeles. City leaders believe the flexibility they have afforded city employees is making a long-lasting positive impact.

The Los Angeles Information Technology Agency, or ITA, is responsible for an operating environment larger than many Fortune 500 organizations. Within days, ITA had to execute a business continuity plan that involved safely enabling 50,000 municipal employees across 44 departments to keep mission-critical city services running for four million residents, 48 million tourists, and 503,000 businesses.

Very quickly, ITA had to rely on city employees using their own devices at home to securely access all the tools they would need to do their jobs. ITA accelerated its plans for Los Angeles to become fully digital and connected, building a next-generation IT infrastructure, which includes **Zscaler Internet Access™** (ZIA™) and **Zscaler Private Access™** (ZPA™). In doing so, ITA laid the foundation for a new era of remote work, which will benefit employees, citizens, the environment, and the organization’s mission.

You can view a short video about the City of L.A.’s work-from-anywhere journey [here](#).



“Witnessing that we are able to keep our business running without everyone being in a physical office might initiate a change in thinking about where people will be carrying out their work as we continue on our cloud transformation journey.”

– Peter Daly, Director of Network Services – Global Infrastructure, Johnson Controls

Empowering 50,000 employees to keep fighting

Johnson Controls has been on the front lines in the battle against COVID-19, delivering vital services to hospitals, supermarkets, data centers, government offices, military facilities, and police and fire stations, among other essential infrastructure.

To enable its critical work while moving all office-based employees to remote work, Johnson Controls began to accelerate its cloud migration. The company’s VPN platform supported 10,000 users, which helped with the initial increase in remote work across Asia, but it needed a solution that would scale rapidly.

Johnson Controls had been a long-time ZIA customer and looked to ZPA to support its global remote workforce. Within a month, the company had 50,000 employees around the world connecting through ZPA.

The transition brought some unexpected benefits. Latency reports have shown significant improvements and great feedback from users because “stuff just works.” Visibility has improved, too, as the IT team can instantly see what is happening on the network, including which applications are accessed and by whom, at a level of detail not possible before.

Learn more by reading this [blog](#) by Peter Daly of Johnson Controls or view this [webcast](#).





Simplicity and Scale

“Zscaler was able to adapt quickly and increase capacity to more than satisfy our needs. As employee feedback from around the world has come in, I’m hearing exactly what I had hoped—it feels normal.”

– Alex Philips, CIO, National Oilwell Varco

Cloud scale supported a surge and changed a company

With its move to the cloud, including the adoption of ZIA and ZPA, the National Oilwell Varco (NOV) IT team had the company prepared for a crisis, even one that would require its 27,000 employees in 630 locations to work remotely. As a critical supply-chain partner to the energy industry, business continuity is a necessity at all times.

In February 2020, the NOV team planned to expand its use of ZPA as employees began working remotely in increasing numbers. In just 16 days, it saw its ZPA usage increase 4.5X, from fewer than 2,000 to more than 9,000 concurrent connections as users accessed their corporate applications and data resources.

For CIO Alex Philips, NOV’s remote-access effort has fostered NOV’s longer-term operational agility. “It’s going to change the way that our company operates and works.” He added, “We’re extremely excited about what lies ahead for us, and how we’re actually helping prepare for our zero trust journey. We have proved our employees can operate without being on the same network as their resources!”

Watch this [video](#) to learn more about the NOV journey.





User Experience

"We want people not to have to think too much about how they get access to their apps, and we want to support that capability with as little friction as possible."

– Mike Towers, CSO, Takeda Pharmaceuticals

Delivering the best possible experience for 70,000 employees

Takeda Pharmaceuticals had been saddled with legacy VPN infrastructures and a dated network architecture that made application access and performance slow. So it turned to ZPA to provide remote users with fast and secure access to internal applications.

Performance optimization became a particular focus for Takeda when it suddenly needed to enable all of its 70,000 employees in 110 countries to work from home, where employees would be competing for bandwidth with others in the house accessing Netflix and Xbox Live. Takeda also focused on expanding ZPA around the world to provide secure access to users whose jobs rely on connecting to applications that, often for regulatory reasons, remain on-premises.

CSO Mike Towers sees the company's move to the cloud as the key to its flexibility. "With the combo of ZIA and ZPA, we're much more flexible with what we can provide and, since we're running all our traffic through it, we know it can scale." He concluded, "This is a good time to be a security professional because you don't have to worry about trying to balance user experience and security anymore. You can do both!"

Watch this [video](#) to learn more about the Takeda journey.





Security and Simplicity

“We now have in place a secure networking infrastructure that can support NAB during the current crisis as well as when operations return to normal.”

– Steve Day, Executive for Enterprise Technology, National Australia Bank

Securing remote operations for today and tomorrow

National Australia Bank (NAB), Australia’s largest business bank, began migrating to the cloud to provide a better and more secure banking experience for its customers and to streamline internal operations.

The company invested in ZIA to begin rolling out local internet breakouts. With a dual focus on securely enabling the business and improving user experiences, the company also began evaluating ZPA.

But when COVID-19 forced sweeping evacuations, those initial steps turned into a giant leap. NAB needed to enable the majority of its staff to work from home, including its entire call center, while providing uninterrupted service for its more than nine million customers.

Having seen ZPA’s ability to provide secure access to internal applications, NAB quickly expanded its deployment. With ZPA, NAB was able to get its staff of 32,000 working securely from home in just three weeks.

In the months since, NAB has seen a reduction in network complexity and realized significant cost savings. With Zscaler, NAB has also reduced its attack surface, lowering its exposure to cyberattacks. Furthermore, it now has a secure networking infrastructure that can better support future operations, including additional services to enhance the customer experience.

Read the [case study](#) to learn more about the NAB journey.



A cloud platform for the modern era

The Zscaler **Zero Trust Exchange™ platform** was built from the ground up to enable customers to move securely to the modern world—the world in which the cloud is the new data center and the internet the new network where business takes place. It's also a world where employees can work securely from anywhere and on any device.

The Zscaler multitenant cloud architecture is based on the SASE model and provides fast, secure, and reliable access to the internet and cloud apps, as well as private apps in the data center or public and private clouds. Access is based on software-defined business policies that follow users no matter where they connect or what devices they're using.

Because the way the world works has changed, the old ways of connecting people, applications, and devices need to change as well. The cloud-delivered Zero Trust Exchange offers organizations of all types the flexibility, resiliency, and agility they need to achieve their objectives—securely.



You lead, and we'll guide you along the way

Change is the one constant. By embracing technologies that enable business agility and resilience, you can lead your organization through unprecedented challenges and come through them better prepared for the future—as those leaders profiled in this book have done.

Zscaler is helping thousands of enterprises enable their employees to work from anywhere, and we can help you too. Watch this [video](#) and visit our [website](#) to learn more, or [contact us](#) to get your work-from-anywhere initiatives off to a successful start.

