



■ EBOOK

Enabling the Modern Workplace

Keep your workforce productive, connected,
and protected no matter where they are.



The future of work is hybrid

Digital transformation is about empowering people to do their best work and propelling the business forward. To do so, IT needs to enable a modern workplace that fosters secure work-from-anywhere, delivers great user experiences, expands access to remote talent, maximizes the value of cloud investments, and ensures business continuity. However, legacy network security architecture often stands in the way and poses significant challenges to overcome, including:

- Providing secure application access to employees and third parties who are always on the move and expect to work from anywhere, not just in the office
- Protecting an expanding attack surface from compromised users and sophisticated threats
- Controlling access to external and internal applications without the cost and complexity of physical infrastructure
- Reducing latency and performance issues that impact the user experience

Given all these challenges, how can you enable your modern workplace to be productive, connected, and protected regardless of where users work?

YOUR MODERN WORKPLACE, SECURED

Organizations need a modern approach to provide secure and flexible connectivity for:

- **Employees** who need fast, easy access to business applications from any location, device, or network
- **Contractors** who need access to internal applications and data to perform their jobs
- **Suppliers** accessing inventory supply applications to manage orders and optimize inventory
- **Third-party vendors** who need to access, troubleshoot, and repair critical infrastructure
- **Auditors** who need to access IT and financial systems to maintain compliance
- **Agencies** who are subject matter experts (SMEs) and are doing outsourced work

The modern workplace is both hybrid and flexible

74%

of organizations have adopted a hybrid work environment

16%

of organizations work fully remotely

97%

of organizations offer work location flexibility

59%

of job seekers are more likely to choose an employer with a hybrid work model

70%+

are increasing spend on proactive security solutions

“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

How employees, partners, and customers work have evolved

To keep employees productive in the hybrid work environment, employees need the flexibility to work when and where they want, with the tools they need to equally contribute from wherever they happen to be. Yet, because many organizations haven't transformed their networking and security infrastructure for the hybrid workforce, they can't deliver on the requirements of the current workplace and business ecosystem of employees, contractors, vendors, agencies, and business customers.

Empowering users with secure, fast access means that IT must find a way to overcome these challenges:

- **Limited flexibility to support all workforce models:** Users are constantly on the move, working from many different locations on different devices. Traditional infrastructure doesn't offer the flexibility needed to deliver business continuity and secure work from anywhere.
- **Latency and loss of productivity:** Traditional access services hinder user productivity by introducing latency due to backhauling, leading to user complaints, frustration, and reduced motivation.
- **Lack of insight into users' digital experiences:** Monitoring blind spots make it difficult to find and fix performance issues impacting the user experience.
- **High cost and limited capacity:** IT struggles to scale cost effectively with the increase in users working from everywhere. Multiple point products lead to more complexity, cost, and friction—reducing ROI from cloud initiatives.
- **Expanded attack surface:** User mobility and the use of VPNs that extend the network to the user have expanded the attack surface, increasing risk and allowing lateral movement of threats across the environment. VPNs rely on public IP addresses, thus exposing applications to attackers.



A modern application access service for modern business

It's time to rethink the traditional access model and user experience. A zero trust security approach gives you the flexibility to secure access for your workforce by connecting users directly to applications based on identity and access policies that adapt using context (i.e., user, application, device, content), regardless of where users are connecting from. Users get fast and easy access to applications without being placed directly on the corporate network. This dramatically shrinks your attack surface and the risk of lateral movement, significantly reducing your overall security risk:

- **Power a modern work environment:** Ensure IT has enough flexibility to provide the entire business with secure, fast, reliable access to all apps—from any device, location, and over any network.
- **Prioritize speed and reliability:** Remove legacy remote access solutions that introduce latency from backhauls to data centers and virtual front doors.

- **Provide deeper insight to deliver a better user experience:** Avoid monitoring blind spots that make it difficult for IT service desks to find and fix user performance issues.
- **Embrace cloud-first services for agility and cost savings:** Shift away from traditional services that slow cloud transformation, are limited by appliance capacity, and struggle to scale cost-effectively with the increased demand of the business.
- **Protect business data:** Protect users and apps, keep users off the corporate network to minimize ransomware attacks, and stop sensitive business data from leaking out to the Internet and unmanaged devices.



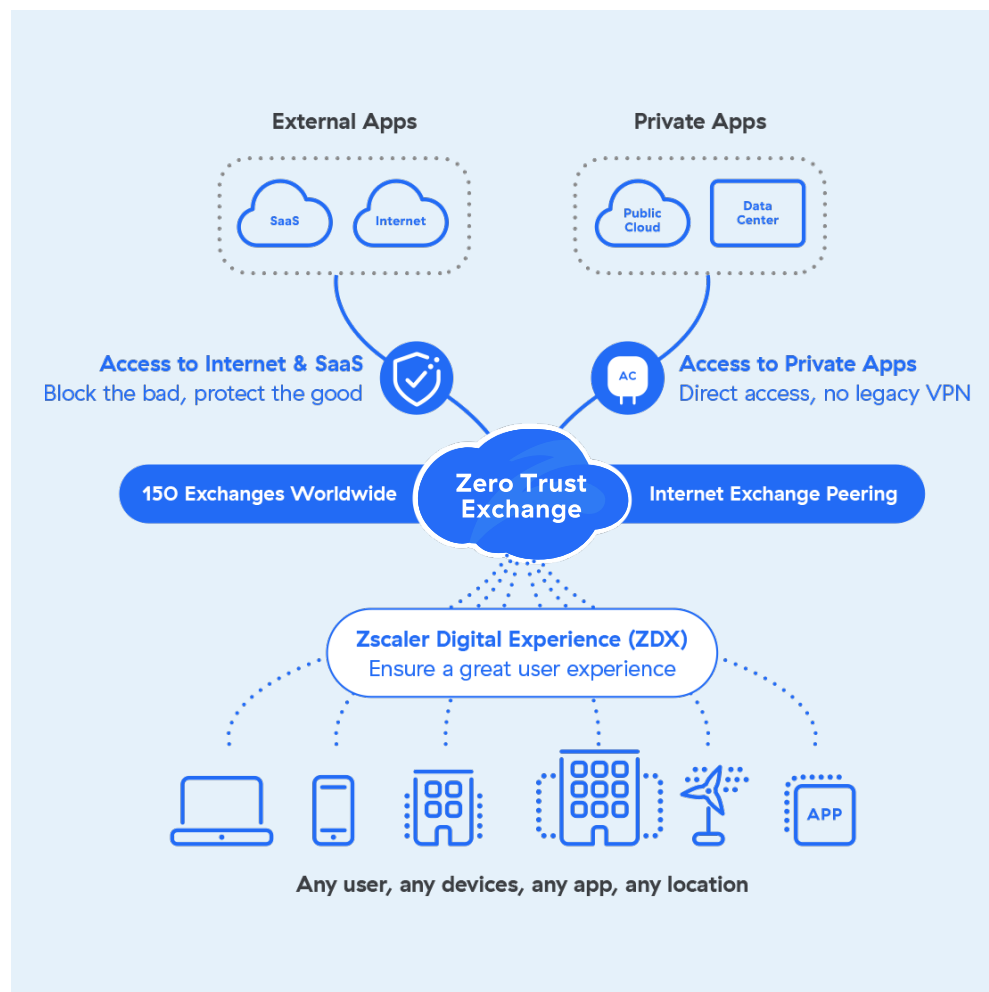
Meet the cloud platform that's fueling the modern workforce

The Zscaler Zero Trust Exchange™ is helping IT and security leaders incorporate a cloud-delivered approach to enabling zero trust and deliver fast, seamless, and secure access across their entire business ecosystem.

Secure hybrid and remote work: Enable fast, direct, secure access to all apps—from all devices, all locations, over all networks—while delivering great user experiences, improving productivity, and ensuring that business data remains secure.

Optimized digital experiences: Enable IT to proactively identify root cause issues and to resolve them around user-to-app connections to deliver the best experience possible

40% of the **Fortune 500** rely on Zscaler's cloud native solutions to support work from all locations and devices, deliver the best experience when accessing business applications, and protect data.



Secure your workforce

Work-from-anywhere, whether it's at work, home, or in a remote location, is a business strategy allowing employees, business partners, vendors, agencies, and customers to work from the location best suited for their productivity. A need for business continuity, the ability to acquire remote talent, and a growing popularity in allowing a hybrid work environment has made work-from-anywhere a requirement for modern businesses. Therefore, there's an urgent need to adopt zero trust solutions that enable access to all apps, from all devices and locations, deliver a great, productive user experience, and ensure that business data remains secure.

Zscaler is designed to secure your workforce. The Zscaler Zero Trust Exchange™ is a cloud native service that provides employees, partners, vendors, agencies, and customers with fast, direct, and secure access to external and internal applications—regardless of location, device, or network.



Instead of backhauling users to your data center, Zscaler allows you to provide direct access to each application. Therefore, your users can be productive wherever they are, using any device, giving your business a competitive advantage and helping you attract and retain talent for your hybrid workplace.

Your access speeds will be faster than ever, whether users are at home, on the road, or in the office. Zscaler's globally distributed secure access service edge—comprising 150 global PoPS—and private service edge capabilities, brings connectivity as close to the user as possible. By peering with many popular SaaS applications such as Microsoft 365, and the ability to support all public cloud providers, Zscaler delivers access via the shortest path between your users and destination with full inline security.

The Zero Trust Exchange™ optimizes the experience for users when accessing private applications running on-premises, and even lets IT prioritize critical business applications over recreational or non business-critical traffic to optimize speed and user experience.

Its cloud-delivered architecture allows the service to be deployed in a matter of days, scale access services cost-effectively, and immediately protect users as the needs of the business grow without the need for appliances.

In addition, Zscaler elastically scales to traffic demands, and with more than 150 data centers, you'll never run out of capacity.

Zscaler eliminates the need for VPN, consequently eradicating legacy issues such as clients, emulation windows, backhaul latency, and the need to switch between different access technologies depending on user location. Instead, users are guaranteed fast, seamless access to the applications your users and your ecosystem need to be productive while working from anywhere. Legacy VPNs pose a risk to users, their devices, and their organization's network. Once malicious attackers discover a VPN's IP address, they are able to attack the vulnerable spot, move laterally, and compromise the entire network connected to it.

All of this is accomplished with zero trust—which protects data by evaluating identity, posture, and extends business policies based on context to follow the user regardless of device or location. Zero trust ensures identical security for users everywhere and the ability to prevent compromises, lateral movement, ransomware, and lost data to the internet or unmanaged devices.

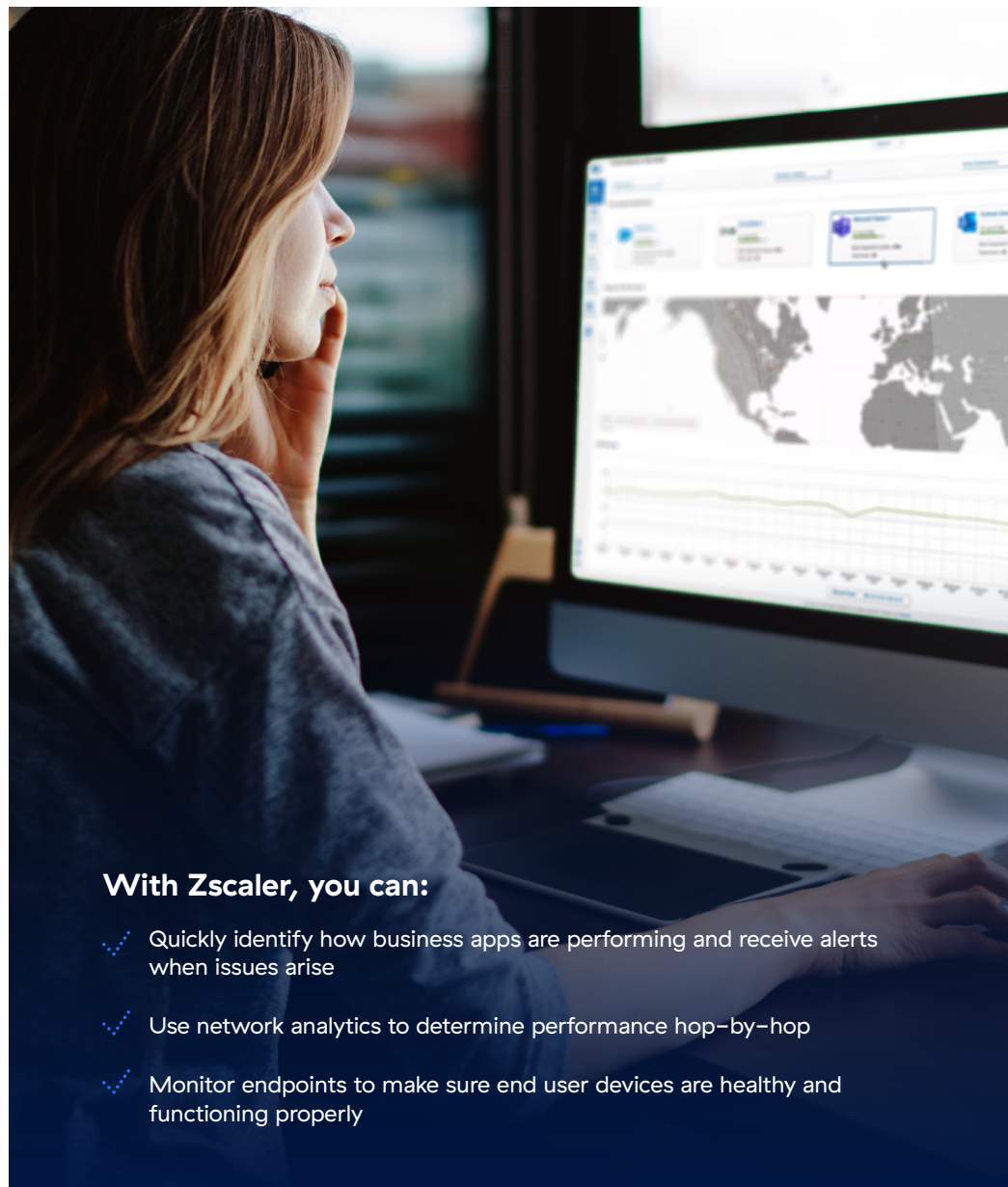
Optimize digital experiences

By connecting users and workloads through the Zscaler Zero Trust Exchange™, you get end-to-end visibility (from endpoint to application) into user experiences via a User Experience Score assigned to each user. This helps IT proactively resolve access issues from any location.

Zscaler collects device information, hop-by-hop network statistics, and application performance from each user's machine. It then uses sophisticated machine learning techniques to help you isolate any performance issues while providing minute-by-minute visibility into the experiences of all users and business critical applications.

“After conducting a proof of value (PoV), we selected Zscaler for its modern architecture, which allowed us to put our security stack in the cloud and optimize a remote workforce..”

— **David Petroski**, Senior Infrastructure Architect, Southwest Gas



With Zscaler, you can:

- ✓ Quickly identify how business apps are performing and receive alerts when issues arise
- ✓ Use network analytics to determine performance hop-by-hop
- ✓ Monitor endpoints to make sure end user devices are healthy and functioning properly

Modern workplace enablement, secured.

Empower your workforce and your business ecosystem with the Zscaler Zero Trust Exchange™.

[Learn more](#)



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. To learn more, visit www.zscaler.com.

© 2024 Zscaler, Inc. All rights reserved. Zscaler™, Zero Trust Exchange™, Zscaler Internet Access™, ZIA™, Zscaler Private Access™, ZPA™ and other trademarks listed at [zscaler.com/legal/trademarks](https://www.zscaler.com/legal/trademarks) are either (i) registered trademarks or service marks or (ii) trademarks or service marks of Zscaler, Inc. in the United States and/or other countries. Any other trademarks are the properties of their respective owners.