

## SUCCESS STORY

# 1901 Group Implements Zscaler to Secure User Connections for Teleworking Employees



Simplifying IT

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### Background

This federal agency has a mission to protect consumers while promoting innovation and competition across the US. They offer policy and research tools and work with other agencies to protect consumers by stopping unfair practices in the economy to keep our markets open and free.

**Executive Summary:** To address our customer's cloud-based network security needs and meet federal compliance policies for trusted internet connections (TIC), 1901 Group configured, tested, and implemented a Zscaler proof of concept to provide a centralized network security solution. This solution enabled workers to telework from their government-provided devices without having to use a separate virtual private network (VPN) tool while maintaining internet security in line with agency policies. Implementing Zscaler met this agency's requirements and furthered their IT infrastructure modernization goal while reducing traditional network security costs up to 75%.

### Challenge

This agency needed effective operations and maintenance of their Information Communications Technology (ITC) infrastructure while researching and implementing process improvements and infrastructure modernization. Of their 1,700 users, over 35% telework, making remote and mobile access and security a top priority to keep the agency working toward their mission of protecting consumers and market competition. Their user community requires an IT environment that is secure, reliable, and well managed with up-to-date technologies and efficient processes supporting their ability to research, document, share, and develop their work products.

In alignment with federal regulations, the agency needed to meet TIC policy compliance to reduce the number of internet connections across all federal agencies and enhance security between federal networks and public internet. They agency needed a FedRAMP authorized solution that would meet updated TIC policies, enabling their users to work from their headquarters or remotely without disrupting services, functionality, or security.

### Solution

To meet the agency's requirements as well as the broader federal TIC compliance, 1901 Group researched and implemented Zscaler. Zscaler offers a cloud-based approach to security as a service that also meets TIC compliance and is FedRAMP

authorized. Specifically, 1901 Group configured and implemented Zscaler Internet Access (ZIA) as a secure internet and web gateway for mobile and office locations. ZIA offers enabling features including high availability and low latency SLAs, content filtering, inline anti-virus and anti-spyware, and full inline secure sockets layer (SSL) inspection for threat prevention. Following Zscaler's best practice for implementation, 1901 Group used phased implementation, creating a proof of concept after meeting with the customer and gathering requirements. After 1901 Group documented user policies and URL categories, we defined which policies the agency wanted to implement on the ZIA platform, including Zscaler's URL filtering, access and bandwidth control, and integration with Okta for user authentication and enhanced security.

Using our FedRAMP authorized managed services, 1901 Group deployed the Zscaler solution on mobile and laptop devices during the proof of concept stage of implementation, building configurations to ensure it works properly on agency devices and fits their internal sites. We performed usability and functionality testing and trained agency service desk personnel on basic troubleshooting including end user login and confirmation of operation.

Following the proof of concept stage, 1901 Group will continue the iterative implementation approach in alignment with Zscaler best practices to deploy Zscaler across the enterprise as a mandatory application for all users.

## Results

Implementing Zscaler improved this agency's security posture; it acts as a firewall for all internet traffic, ensuring the network is secured across all users and all devices, including mobile. With a significant portion of the agency's users working remotely, and increased demand for seamless remote capabilities in the wake of global events, 1901 Group's implementation and optimization of Zscaler to the agency's network furthers their infrastructure modernization goals. **Users no longer have to connect to a VPN** when in the office or when working offsite, making it quicker and simpler for them to start working **regardless of their physical location**.

The agency was able to **meet updated TIC compliance**, enable their workers to telework easily **without compromising network security**, and meet internal agency policies for internet use. In addition, Zscaler allowed our customer to **limit WAN bandwidth, reducing the costs** normally associated with TICs provided by commodity internet service providers by up to **75%**.



## About 1901 Group

1901 Group, a wholly owned subsidiary of Leidos, is a leading provider of innovative IT services and solutions in the public and private sector market that delivers improved service delivery by leveraging our FedRAMP authorized Enterprise IT Operations Center (EITOC) to provide 24x7 support of end-users, complex IT infrastructure environments, and mission-critical systems.

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