

How we made hybrid working safer and simpler with Zscaler



Today's workforce demands more flexible ways of working than ever.

Whether they're in the office, at home or in a coffee shop, people need to stay connected and secure.

Similar to many other businesses, our old systems weren't designed for hybrid working. It started creating bottlenecks, slowed internet speeds and relied on virtual private networks (VPNs) that didn't always give consistent protection.

We needed a smarter, cloud-first solution.

Why we chose Zscaler

After considering several security solutions, we chose **Zscaler Internet Access (ZIA)** and **Zscaler Private Access (ZPA)**.

Why? Because they gave us:

- **One consistent security policy** across Windows, Mac, iOS and Android devices
- **Cloud-based protection at scale**, without the need for constant hardware upgrades
- **Deep inspection of encrypted traffic**, giving visibility we never had before
- **Secure access to applications without a VPN**, making life simpler for hybrid workers
- **High performance** that keeps pace with our fast-growing internet use



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Our transition to Zscaler was about fixing a real problem: how do you give 20,000 colleagues a consistent, safe experience when they're no longer working behind the office firewall?

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Kev Matthews

Senior Design Engineer, Virgin Media O₂ Business

The difference it's making

A single standard for everyone

With Zscaler, colleagues get the same access and protection whether they're in the office, at home or connecting from a coffee shop.

That's a huge shift for us – and a huge win for security and productivity.

Secure collaboration across organisations

When Virgin Media and O₂ came together, our teams used very different networks.

Traditionally, merging environments like that would take months of complex work. With Zscaler, we could connect systems in hours.

Smarter controls and visibility

We can now restrict access by location, allowing UK-based access to certain systems, for example.

We can also monitor for threats hiding in encrypted traffic. We inspect around 65% of our internet traffic, blocking malicious sites before they ever reach a user's device.

Secure generative AI (GenAI) innovation

Zscaler helps us protect against GenAI risks by monitoring usage, preventing data leaks and enforcing access controls.

This allows us to harness AI productivity while staying secure and compliant.



Out in the field: a breakthrough for engineers

For our 2,600 field engineers, Zscaler has transformed day-to-day work.

They can now get more customer jobs done instantly from their devices without having to call the office:

- Ordering hardware through the online portal
- Activating WiFi extenders
- Swapping hardware serial numbers
- Conducting speed tests

That means more productive staff, faster fixes and happier customers.

Zscaler also enables the field engineers to view their payslips and other key information straight from their devices – a simple change that makes everyday life easier.

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With Zscaler, we can spot risks we never saw before, from phishing and malware to sensitive data being pasted into AI tools. That visibility is a game-changer.

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Jason Endsleigh

Product Manager – Security, Virgin Media O₂ Business

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Zscaler allows access to many online tools from our devices. It's benefitted the field workers no end and ensures we're compliant with security policies.

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Marcus Wilcox

Device Support Manager, Virgin Media O₂ Business



The results so far

- Around **20,000 devices** now secured with Zscaler
- **2,600 field devices** enabled for secure on-the-go access
- **33% reduction** in hardware we need to maintain
- **35% year-on-year growth** in internet traffic handled securely without slowdown
- **Better prepared for audits** thanks to unified visibility and zero-trust controls

What this means for your organisation

By putting Zscaler to the test in our own organisation, we've seen first-hand how it simplifies security, boosts productivity and scales with demand.

And Zscaler is just one example.

We offer a full range of security solutions, carefully chosen and tested to fit the needs of today's hybrid and mobile workforces.

So whether your people are in the office, at home or out in the field, we can help you find the right protection. And prove it works in the real world.

Give us a call on **0800 064 3790** for a chat about your organisation's needs.

