

Ciena Secures Traffic, Boosts Employee Engagement with Zscaler and VMware™



www.ciena.com

Location: Headquartered in Hanover, Maryland

Industry: Telecommunications

Products: Zscaler Internet Access™ including Cloud Firewall, Cloud Sandbox, Bandwidth Control and Cloud DLP, Zscaler Private Access™, and VMware SD-WAN by VeloCloud™

Ciena is a networking systems, services, and software company that delivers best-in-class networking technology through high-touch consultative relationships. With more than 6,600 specialists in more than 35 countries, Ciena enables its customers to optimize their existing frameworks while incorporating new technologies and ways of working. It does this by adapting and connecting hardware, services, and software in an open environment for greater network agility, responsiveness, and efficiency—ensuring customers are ready to adapt for the future.

More than one challenge

Ciena CEO Gary B. Smith presented his IT team with a challenge—help raise the engagement level of all employees, specifically during daily meetings. After receiving peer feedback that employee engagement rose dramatically when they employed video for internal meetings, the IT team turned their attention to more broadly deploying the use of video.

But the Ciena IT team quickly realized that it had another challenge staring them in the face. Adding video conferencing at its more than 70 locations around the globe, along with the increasing amount of traffic attempting to access cloud-based applications, was going to tax its legacy hub-and-spoke topology.

“We knew that we would need to make some adjustments to our existing infrastructure to support this move to video,” said Henry Ku, Senior Director, IT infrastructure at Ciena. “We began exploring solutions featuring a cloud-first approach that would best fit us.”

“ Working with VeloCloud and Zscaler, we were able to reduce application latency by 20 percent while having high-value security available from anywhere, anytime, anyplace on any device. ”

– Ed DeGrange
Principal Security Architect
Ciena

Proven partners

The research done by Mr. Ku and his team led them to adopt SD-WAN as part of the company's cloud transformation.

"That [SD-WAN] was going to give us our internet connectivity at every local site, taking us from what we previously had as a hub-and-spoke architecture, moving into direct internet connectivity," said Ed DeGrange, Principal CyberSecurity Architect at Ciena.

Ciena determined that the joint solution of Zscaler™ and VMware SD-WAN by VeloCloud would enable employee access at all global locations while ensuring all traffic is secured. "When Zscaler came in, they did not just focus on the security team. They brought the rest of IT along with them," Mr. Ku said. "That got us invested early on to make sure that security is not somebody else's job. It's all of our jobs in IT.

Having trusted industry leaders by its side was a big plus for Ciena. "The benefit of having VeloCloud and Zscaler working closely together with us was huge," Ku said. "Their experience made the process much smoother. And they focus on customer as much as the technology, if not more so. If we had a problem, one phone call is all it took to bring everyone together to quickly solve the issue."

A secure solution

Zscaler and VMware SD-WAN by VeloCloud allowed Ciena to enable secure local internet breakouts at all of its global locations, reducing latency by 20 percent and providing a dramatically improved experience for its employees.

"The key features we were looking for specifically were low-latency solutions, high-value security available from anywhere, anytime, anyplace on any device, and making it easy for our users to get those connections," Mr. DeGrange said.

With Zscaler and VMware SD-WAN by VeloCloud, Ciena was able to simplify its branch IT operations and rapidly deploy new locations and services with cloud-controlled, centralized security and WAN management. And because SD-WAN security is provided as a cloud-delivered service, all users in all locations get identical protection—including access control, threat prevention, native SSL inspection, and data protection.

BENEFITS OF ZSCALER AND VMWARE SD-WAN BY VELOCLOUD

- Identical security for employees at the branch office or remote locations
- Ability to inspect the 70 percent of its traffic that is SSL-encrypted
- Application latency reduced by 20 percent
- Meeting participation doubled
- Costs reduced by 50 percent

"SSL inspection was a critical feature for us. Over 70 percent of our traffic today is SSL encrypted, and that was visibility we didn't have in our organization. And the on-prem solutions we had were not easily scaled to support that SSL inspection, Mr. DeGrange said. "Even if we did it today, tomorrow it would be out-of-date," he added. "With Zscaler, we were able to take advantage of the scalability of the cloud, the low-latency solutions that they bring to the table, and get that SSL traffic inspected from day one."

Along with all of these benefits, Ciena saw its costs reduced by 50 percent. "We knew that moving to the cloud would bring a host of benefits, but the cost benefit was even larger than we initially anticipated," Mr. Ku said.

And the challenge set forth by the CEO? Mr. Ku and his IT team met that challenge as Ciena saw employee participation double after launching video conferencing.

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The journey continues

The success Ciena achieved with Zscaler and VMware has given it the confidence to continue with its cloud transformation.

“Over the past few years, as we continued to focus on the cloud migration journey, we have either replaced, migrated, or introduced over 100 new cloud applications,” Mr. Ku said. “Recently, we decommissioned our on-prem data center as a part of our strategy. And this year, we were even bolder—decommissioning our production data center and moving completely to the cloud.

“ With Zscaler, we were able to take advantage of the scalability of the cloud, the low latency solutions that they bring to the table, and get that SSL traffic inspected from day one. ”

– **Ed DeGrange** | Principal Security Architect | **Ciena**

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-percent 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 multitenant, distributed cloud security platform that protects thousands of customers from cyberattacks and data loss. Learn more at [zscaler.com](https://www.zscaler.com) or follow us on [Twitter @zscaler](https://twitter.com/zscaler).

About Ciena

Ciena (NYSE: CIEN) is a networking systems, services, and software company. We provide solutions that help our customers create the Adaptive Network™ in response to the constantly changing demands of their users. By delivering best-in-class networking technology through high-touch consultative relationships, we build the world’s most agile networks with automation, openness, and scale. For updates on Ciena, follow us on [@Ciena](https://twitter.com/Ciena), [LinkedIn](https://www.linkedin.com/company/ciena), the [Ciena Insights blog](https://www.ciena.com/blog), or visit www.ciena.com.

