

Fully deployed ZIA and ZPA at 170 domestic locations and nearly 60 group companies worldwide for the purpose of driving digital work

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Industry: Contracting services, Logistics services

Products: Zscaler Internet Access™
Zscaler Private Access™

Konoike Transport, a provider of contracting services that support manufacturing and service industries, and global logistics services, has introduced Zscaler Internet Access (ZIA) and Zscaler Private Access (ZPA) to enable high speed and secure access to the internet, cloud solution and internal system as a part of its work style innovation initiative based on a mid-term IT strategy. As of April 2020, approximately 650 Zscaler users work at the Head Offices, branch and sales offices. When the COVID-19 emergency was announced by the state, the back office departments in Tokyo, Osaka, and other branches managed to switch to work from home in order to sustain business continuity. Konoike Transport intends to expand the use of the Zscaler solution to all domestic locations and 60+ subsidiaries in Japan and overseas to realize an environment that enables secure access to internal systems from anywhere.

Based on a mid-term IT strategy, Konoike Transport launched a project to move ICT infrastructure to the cloud and enable work style innovation

Konoike Transport is a comprehensive logistics company founded in 1880, which offers contracting services that support manufacturing and service industries, and logistics services that meet various domestic and international needs. The company has been working on transforming and strengthening of its management foundation to achieve the quantitative targets, which they call '2030 Vision' by reinforcing systemization and automation investment and reviewing its Head Office business operation process in order to enhance productivity. A part of the vision, in the mid-term IT strategy formulated in 2018, can be broken down into 3 initiatives; 1) contribution to the business through digital innovation, 2) realize high-speed business management with a global and cockpit type management information foundation, and 3) develop aggressive and defensive IT based on in-house system. "Reflecting on the mid-term IT strategy, we have established five pillars of actions. The first action is to convert all ICT platforms to the cloud in order to achieve digital transformation (DX). The second is to improve productivity by using RPA at about 170 domestic sales offices."

“With Zscaler, which provides high-speed secure access to the system, users can perform tasks securely without stress regardless of where they work.”

– Shigeru Ogawara
Executive Officer/Executive General Manager, ICT Promotion Division/Executive Director,
Konoike IT Solutions Co., Ltd.

“The third is to build an information infrastructure for group management. The fourth is to completely renovate the deteriorated logistics system, and the fifth is to achieve work style innovation prioritizing security,” says Shigeru Ogawara, Executive Officer/Executive General Manager, ICT Promotion Division/Executive Director, Konoike IT Solutions Co., Ltd. Based on this scheme, Konoike Transport has set up Cloud First initiatives, and spent two years to move from on-premises logistics system to the cloud, and switch internal communication tools and other systems to SaaS. In 2020, Konoike Transport completed its transformation from datacenter-based infrastructure, and they now operate on cloud-based infrastructure, where no assets need to be owned by themselves.

Searching a way for high-speed secure access no matter the location of users

Konoike Transport initially used 3 major carriers for WAN. Laptops were owned by the company and employees needed to sign up when they wanted to take them out of the office, which required various complicated settings to make sure they are secure outside the office, by using a VPN appliance or a communication device that is directly connected to the carrier network. This also meant that the System Management team had to complete all settings. To tackle this problem, Konoike Transport decided to provide laptops to employees, and allowed them to use these any time during working hours. The company then started to look for a solution to eliminate perimeter of employee work locations, and integrate carriers for WAN a network. At the same time, another problem occurred due to business expansion, which led to an increase in the number of PCs, cloud service usage, and VPN connections. “In the past, to access the network, connection was established by the default gateway of the data center. As the use of cloud services increased, the bandwidth became the bottleneck, but we continued to use the same gateway to establish VPN connection. The internet processing speed on laptops was slow due to the restriction imposed on the amount of data. Overseas, only 3G communication connections were available, and furthermore, we could not use public Wi-Fi at all because of our security policy. There were so many restrictions and I wondered if there was a way to avoid the bottleneck while ensuring security, regardless of the communication environment in Japan or overseas.”

“That was when I came up with the Zscaler solution, which was adapted by the global company I worked for previously,” explains Masaya Sato, Deputy General Manager, Digital Transformation Promotion Department, ICT Promotion Division, Konoike Transport. Until then, network security measures were strictly implemented by installing appliances in the gateway of the data center, but since individual measures were taken at pinpoints, there were loopholes in unexpected places. Usability was also a problem, and operation burden was heavy. Seeing that a trade-off between security and convenience cannot be avoided with the traditional approach, the company decided to build an environment that can improve user comfort and contribute to business while maintaining a high security level.

Enabled smooth connection to SaaS and internal system through ZIA and ZPA

Konoike Transport planned to carry out security measures comprised of 2 steps. First, as a device security, they deployed the EDR (Endpoint Detection & Response) product integrated with NGAV (Next Generation Anti-Virus) functions, and ensured endpoint security. Secondly, Konoike Transport adopted Zscaler for network security to apply boundless security on the entire network. For a cloud security platform, they implemented Zscaler Internet Access (ZIA) to secure external application connection and Zscaler Private Access (ZPA) to secure internal application connection.



Shigeru Ogawara
Executive Officer/Executive General Manager, ICT Promotion Division/Executive Director, Konoike IT Solutions Co., Ltd., Konoike Transport Co., Ltd.



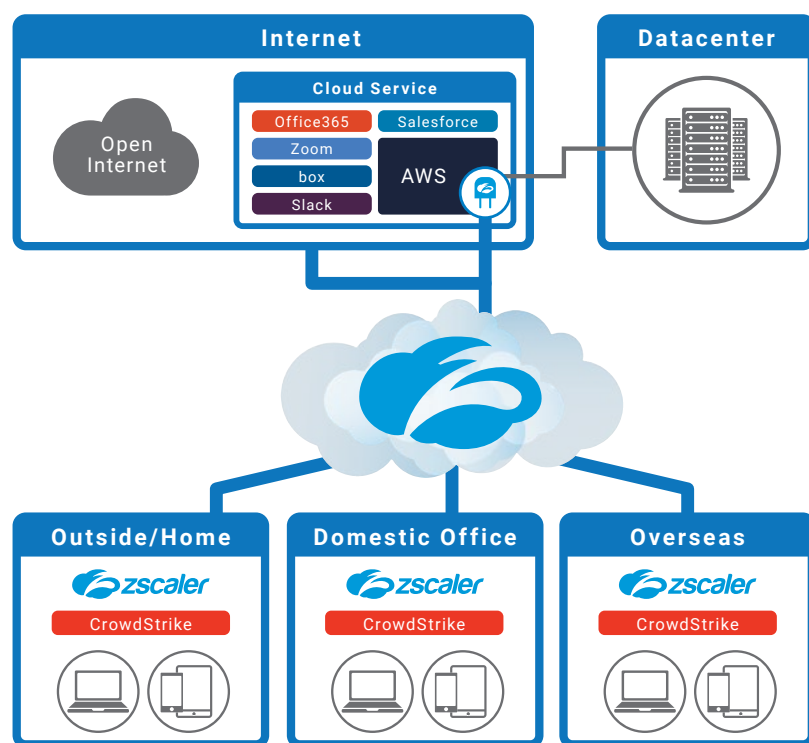
Masaya Sato
Acting General Manager, Digital Transformation Promotion Department, ICT Promotion Division, Konoike Transport Co., Ltd.

“The reason we chose ZIA does not only rely on our ability to use firewall functions on the cloud and enable end-to-end encryption but we considered it will be an optimal means to control secure access to the internet from domestic and overseas locations. The comfort of direct connection was also a true value for us, which was possible by leveraging ZPA and ZIA, allowing users to connect to the internal system unknowingly. Through this solution, we can seamlessly access external and internal applications and users can perform their business from anywhere while ensuring security,” explains Sato. The company started introducing ZPA after completing PoC in April 2019. By May 2019, users at the Head Office increased to 650. From the end of 2019 onward we started to expand deployment throughout the entire company, which is estimated to be completed by the end of 2020.

Konoike Transport utilizes IaaS, PaaS, and SaaS, and other business applications to develop unique, competitive systems in-house. The design and development are carried out by its subsidiary. An example is a new WMS (Warehouse Management System) designed for more than 60 distribution centers in Japan, which started operating from July 2020. Besides, the security platform empowered by ZIA and ZPA is planned to be in use across the entire company. Most of the 29 domestic and 33 overseas subsidiaries have been acquired through M&A and the scale and structure of IT systems are different from each other. The company plans to deploy ZIA and ZPA in locations across the globe to enable the entire group to safely access the system and continue operating regardless of where employees work (interview date: April 22, 2020).

Continued operating by teleworking after Head Office closure; now planning to deploy company wide

Konoike Transport highly appreciates secure access to the internet via ZIA and seamless remote access to internal system leveraged by ZPA. Through this solution, we are now able to securely connect laptops to the internal system regardless of locations. “Initially we started to introduce a system for work-from-home to be fully prepared for the Tokyo 2020 Olympic Games, mainly for employees at the Head Office. This has been effective, especially when we closed both the Osaka Head Office and the Tokyo Head Office in April 2020 due to the COVID-19 state of emergency. Since then our entire staff including the President have been able to work from home by using an online conferencing system and other tools through Zscaler’s services,” says Ogawara.



About Zscaler

Zscaler was founded in 2008 on a simple but powerful concept: as applications move to the cloud, security needs to move there as well. Today, we are helping thousands of global organizations transform into cloud-enabled operations.