

# Zscaler™ Provides Internet and Data Protection for Steptoe & Johnson LLP



**Steptoe & Johnson LLP**  
[www.step toe.com](http://www.step toe.com)

**Location:** Headquartered in Washington D.C., with offices in Beijing, Brussels, Chicago, London, Los Angeles, New York, and San Francisco

**Industry:** Legal services

**User Count:** 1,200

**Zscaler Products:**  
Zscaler Internet Access™, Cloud DLP

Steptoe has some of the best lawyers in the world who regularly appear on the front page of the *New York Times*. In more than 100 years of practice, Steptoe has earned an international reputation for vigorous representation of clients before governmental agencies, successful advocacy in litigation and arbitration, and creative and practical advice in structuring business transactions. Steptoe is a recognized leader among U.S. law firms, with expertise in criminal defense and investigation, intellectual property, international trade, compliance, and investment, litigation, regulatory and legislative affairs, and tax.

## The Challenge

When Brad Moldenhauer joined Steptoe as Director of Information Security in 2015, one of his first objectives was to rearchitect the company's web security gateway. Steptoe was also planning to reestablish internet gateways from five points of presence to 12 (two data centers and 10 locations). At the time, Steptoe was using Blue Coat appliances, but only the two data centers and the headquarters office in Washington D.C. had direct internet access.

From a scalability standpoint, Steptoe understood the necessity of a cloud-based security solution to enable direct internet access at all locations. The company was also looking to achieve some cost savings and better resource utilization, trying to do more with less.

At the time, the entire team consisted of Moldenhauer and one full-time security engineer. If Steptoe had continued with its use of Blue Coat appliances, Moldenhauer and his team of one would have been responsible for the management, administration, and monitoring of hardware appliances on three continents. That was something Moldenhauer didn't even consider doing.

Being a renowned law firm, Steptoe was also keenly aware of its responsibility to keep its company and client information secure. However, it did not have a comprehensive data loss prevention strategy in place. This made it difficult to keep up with the evolving compliance objectives of its diverse client list.

Needless to say, when investigating security solutions, web security and data protection were high on the priority list. "We have a series of cloud computing risks, none more so than the legal and ethical obligations of cloud computing as it pertains to practicing law," Moldenhauer said. "Data loss prevention capabilities and having centralized visibility into cloud applications was a key factor for us."

**“ Zscaler is the magnum opus of my security stack. ”**

**– Brad Moldenhauer**  
Director of Information Security  
Steptoe & Johnson LLP

## The case for Zscaler internet and data protection

To enable its high-profile lawyers to securely conduct business in a mobile and cloud-first world, while protecting its data, Steptoe selected Zscaler for secure internet access, web security, and data loss prevention.

Moldenhauer relied on trusted sources, including Gartner reports, when investigating potential vendors. The more he investigated, the more impressed he became with Zscaler.

“Zscaler just had a richer feature set than anyone else,” Moldenhauer said. “I wanted to segment all privileged access to make sure none of our workstation, server or domain admins were able to surf the internet. At the time, Zscaler was the only vendor that had fully integrated with SSO-brokers enabling us to restrict internet browsing for privileged accounts.”

“On top of that, I needed to do something to prevent data loss without completely blocking access to webmail.” Moldenhauer added: “How can I get this risk to an acceptable level? With Zscaler’s cloud application control, I was able to restrict the uploading of attachments to all the major webmail clients. It was the perfect marriage of both worlds.”

The flexibility that Zscaler provides through granular data protection controls helped him enable business requirements without exposing the organization to unacceptable risk.

“I knew I couldn’t just universally block gambling sites, because one of our lawyers represents three of the biggest casinos in the world. But this doesn’t mean everyone else should be able to access them as well,” Moldenhauer said.

The Zscaler deployment at Steptoe took just six weeks, which included four weeks of testing and only two weeks doing a global rollout, including authenticating every user for the first time.

**“ Out-of-the-box GLBA/PCI dictionaries are incredibly straightforward and were exactly what we needed. Deploying them to user groups was so easy, it made fully deploying DLP a trivial task. ”**

**– Brad Moldenhauer**  
Director of Information Security  
Steptoe & Johnson LLP

### WINS

**Secure, direct internet access for all offices** – Enable internet breakouts for all offices worldwide by delivering the entire security stack as a cloud service

**Data loss prevention capabilities and centralized visibility** – Critical for handling sensitive client data and the company’s compliance program

**Simplified cloud security management and policy enforcement** – The centralized console enables rapid distribution of policies and firewall rules for consistent security at every location

**Integrated MCAS with Zscaler** – The closed-loop CASB solution provides visibility and control over data moving to cloud apps and Shadow IT

## The verdict is in

Zscaler has become the centerpiece of Steptoe's transformed network, allowing the company to keep web security and data protection in-house—and all with the same two-person team.

"Zscaler has enabled me to do more with less resources," Moldenhauer said. "People don't realize once you get integrated and start tuning how much of the work Zscaler is alleviating."

Considering the sensitive data that Steptoe has to deal with every day, as well as the various compliance requirements of its wide client base, Steptoe chose to upgrade its initial Zscaler subscription to include Cloud DLP instead of going with an enterprise DLP solution. Moldenhauer found that even the "gold standard" in stand-alone DLP solutions were not an option.

"You almost need an army to run and administer it. They check off all the compliance boxes, but I don't think they do any real, pragmatic data protection," Moldenhauer said.

Implementing DLP at the solution level has proven to be a successful strategy, according to Moldenhauer.

"We've pretty much eliminated internet risk from our end users. I can ensure that nobody is privileged to do anything on their endpoint except what they need to do," Moldenhauer said. "That, in combination with Zscaler, has made my life easy from a cyber-incident management perspective."

Now Steptoe has a defense-in-depth approach to DLP with components at the network, host, system, and user layer. Zscaler plays a part in them all. "I took a risk in going with a SaaS-based web proxy," Moldenhauer said. "In the four years we've been with Zscaler, we have never once had an internet outage. If we did, it would be chaos here. I have fully transferred our internet access to Zscaler. That right there shows the reliability of Zscaler."

### DLP USE CASES

- **Personnel departure protocol:** If an employee resigns or transfers to another firm, Steptoe is able to implement a series of DLP rules to prevent the uploading of data to a file sharing service, such as Box, Dropbox, and Google Drive. It can also restrict the ability to post on social media and can lock down file shares for sensitive data to protect intellectual property.
- **Compliance:** There are no mandatory compliance requirements for law firms, but Steptoe implemented a proactive compliance program, as it often handles data from clients that must be compliant under HIPAA, PCI and other regulations, using Zscaler's out-of-the-box DLP engines, e.g. PCI, GLBA. Steptoe also uses DLP content inspection to protect IDs of European citizens as part of GDPR compliance.
- **Sensitive data protection:** To monitor client meta-data, Steptoe created a custom DLP dictionary and engine.

### 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% 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 multi-tenant, 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).

