

Achieving Global Cloud Security in Record Time with Netskope

Here's how a multinational producer of consumer goods transitioned to a full new cloud security infrastructure in less than 60 days with Netskope

IN NEED OF NEW AND BETTER SECURITY

A major consumer packaged goods (CPG) manufacturer that has more than 100,000 employees spread across six continents needed a new cloud security solution. The company was an early adopter of another vendor's secure web gateway (SWG), but as cloud security evolved over the course of several years so did their requirements for a comprehensive security platform, that product was no longer keeping up.

The challenges in finding and deploying a replacement solution were significant. In addition to the size and scope of the organization, the CPG company's employees were all working remotely due to the COVID-19 pandemic. Further compounding the challenge was the fact that the company needed to deploy the replacement cloud security infrastructure, to more than 50 countries worldwide, within six months. Enter Netskope Professional Services and Netskope Customer Success, which worked in tandem in record time, managing expectations and customer assurance throughout an accelerated process.

The company needed to deploy the replacement cloud security infrastructure, to more than 50 countries worldwide, within six months.

POVS BUILD BUY-IN ACROSS GLOBAL BUSINESS UNITS

Netskope engaged individually with each of the CPG company's seven business units around the world. The goal was to define a global vision for an effective secure access service edge (SASE) architecture, mindful of each business unit's individual challenges and infrastructure.

It wanted to eliminate scalability problems with the existing SWG vendor, and the team was also concerned about an increase in costs behind consistently less reliable security.

The CPG company had a number of specific requirements for its replacement solution. It wanted to eliminate scalability problems with the existing SWG vendor, and the team was also concerned about an increase in costs behind consistently less reliable security. It needed to enhance data protection throughout all its global locations. and teams further wanted to converge cloud, web, and private-application proxy needs to relieve administrative headaches from managing various consoles for each.

Netskope Professional Services designed a solution to meet all these requirements, which combined the Netskope Next Gen SWG, CASB (cloud access security broker), Netskope Private Access for providing Zero Trust Network Access needs, and Cloud Firewall in a robust Secure Service Edge (SSE) solution. Netskope offered single-pass inspection and the ability to distinguish between different instances of the same application. It would also enable the CPG manufacturer to replace multiple virtual private network (VPN) products with a single, elegant solution.

Over three months, the Netskope Professional Services team developed a thorough stress test and proof of value (POV) for each business unit, to demonstrate the specific capabilities that group required. The POVs also demonstrated security policies—both global and zone-specific—to the business units, with the

understanding that policies in the Netskope solution would not precisely match all of the more than 400 policies that the CPG company had previously been using, but would achieve the desired outcome while improving user experience throughout.

Working in tandem with Netskope Professional Services was Netskope Customer Success. Netskope Customer Success designed a roadmap for adoption and worked with internal stakeholders to identify additional features which aligned to the CPG company's upcoming initiatives. Providing the company assurances with weekly check-ins and maintaining a timeline of what could be done immediately and what would be more involved. These checkpoints proved more critical every week, and also helped the CPG company build continued confidence in the accelerated timeline with a clear demonstration of what was completed, when it was completed, and what can be scheduled next as a result of those milestones—a clear achievement path that satisfied even the CPG company's most skeptical stakeholders.

At the conclusion of the POV, the Netskope Professional Services team assisted in presenting the findings to the CPG manufacturer's executive team. Management signed the purchase order just 60 days before the company's existing vendor services were scheduled to terminate—so just 60 days before the Netskope solution needed to be fully functional.

BROAD, RAPID DEPLOYMENT: SIX CONTINENTS IN UNDER 60 DAYS

Netskope helped each business unit analyze the proxy auto-configuration (PAC) files in use and helped them transform and adopt a more modern steering method, with the Netskope Client.. They also helped each zone configure and validate IPsec and/or general routing encapsulation (GRE) tunnels on routers and firewalls that had active tunnels to the existing vendor.

Netskope Professional Services also supported the CPG company in tuning security policies for the new solution, and they migrated proxy authentication capabilities to Azure Active Directory. Then they deployed Netskope Client, across more than 60,000 remote end users, and rolled out the PAC files and user authentication certificates needed for each zone. Finally, during the cutover week, the Netskope Customer Success teams provided 24/7 support and assisted with troubleshooting and remediating issues around the world.

This troubleshooting was crucial, since each business unit faced unique challenges with the Netskope rollout. Various groups within the CPG company had their own unique requirements. The Australia and New Zealand division required separate GRE tunnels for authenticated and unauthenticated traffic. The European division was particularly concerned about change management, while the African group worried about reliable performance. (With the help of the Netskope Professional Services team, they were ultimately able to configure the Netskope solution to perform better than the previous vendor had.)

WORLD-CLASS SUPPORT

Despite a complex environment and an accelerated timeline, the Netskope team provided world-class support to the CPG manufacturer. The company's resulting security infrastructure provides a consolidated console, single-pass inspection, and the ability to distinguish between application instances. Data protection is now front and center in cloud access and inspection processes, and the CPG company's security team has much better, more granular visibility than before. The CPG company relies on the Netskope Professional Services and Customer Success teams to be their strategic advisers around all aspects of its SASE and zero-trust architecture—signs of a highly successful implementation.

With the help of the Netskope Professional Services team, they were ultimately able to configure the Netskope solution to perform better than the previous vendor had.



Netskope, a global cybersecurity leader, is redefining cloud, data, and network security to help organizations apply Zero Trust principles to protect data. The Netskope Intelligent Security Service Edge (SSE) platform is fast, easy to use, and secures people, devices, and data anywhere they go. Learn how Netskope helps customers be ready for anything, visit [netskope.com](https://www.netskope.com).

©2022 Netskope, Inc. All rights reserved. Netskope is a registered trademark and Netskope Active, Netskope Cloud XD, Netskope Discovery, Cloud Confidence Index, and SkopeSights are trademarks of Netskope, Inc. All other trademarks are trademarks of their respective owners. 04/22 SO-531-1