NTT DATA Provides Fast, Seamless, and Secure Cloud Access for 140K Global Employees with Zscaler™

NTT DATA

Location: Tokyo, Japan

Industry: Technology Services

Customer Size: 140,000 Employees in 208 Cities and 55 Countries

NTT DATA – a part of NTT Group – is a trusted global innovator of IT and business services headquartered in Tokyo. The company helps clients transform through consulting, industry solutions, business process services, IT modernization and managed services. NTT DATA enables clients, as well as society, to move confidently into the digital future. The company is committed to its clients' long-term success and combine global reach with local client attention to serve them in over 50 countries.

Rapid globalization results in security gaps

In the wake of an extended inorganic growth period, NTT DATA was already struggling to unify its traditional security infrastructure when teleworking became popular and the use of cloud applications skyrocketed. This made an untenable situation worse, leading the company to seek a better way.

"Employees acquired through M&A were provided access to our global network, however, it was difficult to establish a unified security framework within a short period of time," explained Satoshi Aoki, Acting Solution Supervisor of the Cybersecurity Section of the System Technology Division's Security Technology Department at the Technology and Innovation General Headquarters. "Inevitably, we ended up with different levels of security throughout our footprint, increasing the risk that an attack at one office could spread laterally enterprise-wide."

Standardizing on Zscaler for zero trust

Founded as a system integration company operating only within Japan, Tokyo-based NTT DATA has become a leading global enterprise of 140,000 employees, 78 percent of whom work in other countries. As the company's larger mission is solving social challenges via business, safeguarding digital information is critical to achieving NTT DATA's objectives.

CHALLENGE

Close security gaps while enhancing business productivity with a zero trust approach

SOLUTION

- Zscaler Zero Trust Exchange™
- Zscaler Internet Access™ (ZIA™)
- Zscaler Private Access™ (ZPA™)

OUTCOMES

- Eliminates security disparities across all locations and blocked sophisticated threats
- Streamlines and secured access to cloud and private applications
- Improves business productivity and user experience
- Gains a scalable, expandable, future-ready platform with an expanding array of comprehensive, integrated offerings
- Acquires zero trust expertise which can be leveraged to assist clients with similar initiatives

With legacy firewalls and virtual private networks (VPNs) becoming increasingly insufficient for securely accessing the cloud-centric applications NTT DATA employees needed, the company decided to abandon the obsolete castle-and-moat IT security model in favor of a zero trust approach.

After extensive evaluations of available solutions, including a proof of concept (POC) at the company's Technology and Innovation General Headquarters, NTT DATA officially standardized on the Zscaler Zero Trust Exchange to secure application access.

Advanced access control and visibility a perfect fit

For its Zero Trust Exchange deployment, NTT DATA is using two fundamental elements. The first is Zscaler Internet Access (ZIA), for securing worker access to cloud-based SaaS applications and the internet.

"We chose ZIA because it provides advanced access control and complete visibility of internet traffic," said Keiji Honjo, Security Technology Department Manager of the System Technology Division at the Technology and Innovation General Headquarters. "These qualities were absolutely essential and ZIA was a perfect fit."

NTT DATA also implemented Zscaler Private Access (ZPA), for securing access to private applications running within the company's data center. "Although we made the switch to zero trust for cloud applications, we still had some private in-house legacy systems that needed to be accessed using ZPA," Honjo said. "We adopted Zscaler because it provides both ZIA and ZPA."

> "Zscaler Zero Trust Exchange is easy to use, there are no complicated procedures, and we've seen a major improvement in staff motivation and productivity. It's really great."
>
> – **Keiji Honjo**
> Security Technology Department Manager
> System Technology Division
> Technology and Innovation General Headquarters
> **NTT DATA**

Sophisticated attacks blocked and experiences streamlined

Upon deploying the Zero Trust Exchange, NTT DATA immediately began blocking even the most sophisticated cyberattacks with the platform's direct-to-cloud connectivity. In addition, standardizing on Zscaler helped eliminate the security disparities among NTT DATA companies.

At the same time, the implementation also simplified the process of requesting cloud application access. Prior to Zscaler, NTT DATA employees completed a complex approval process for each cloud service they needed to access, resulting in extensive delays before a person could actually start using the required application.

With the Zero Trust Exchange, complicated application permissions vanished. "Rather than restricting our employees' activities with strict rules, we wanted to provide a secure environment in which they could enjoy the benefits and convenience of cloud services, which are increasing by the day," said Takuya Hashimoto, Consulting Supervisor of Cybersecurity Section of the System Technology Division's Security Technology Department at the Technology and Innovation General Headquarters.

"By transitioning to a zero trust security framework, we've made that possible," he added.

Operational savings, scalability, and sustainability achieved

According to Hashimoto and Aoki, the Zero Trust Exchange adoption provides NTT DATA with multiple returns on its investment, such as significantly reducing operational costs by enabling the company to streamline its security infrastructure and rationalize IT management for 140,000 employees.

Another plus is user experience improvements resulting from more convenient and higher-performance access to cloud and private applications. By reducing restrictive rules, the Zero Trust Exchange enables NTT DATA to create an environment in which employees can safely access their applications and expect optimal performance, regardless of where they are working.

Additionally, NTT DATA gains enhanced internet connection visibility. When employees access websites or cloud services directly through the internet, traffic is automatically inspected and managed appropriately. Even encrypted communications are analyzed and verified, with potential threats immediately identified.

Scalability and sustainability are also addressed, as the Zero Trust Exchange flexibly responds to NTT DATA's growing access requirements without the need to upgrade internal infrastructure. Further, with malware incidents continuing to escalate and become more sophisticated, the AI-enabled platform is constantly evolving to address the latest trends and protect the company from advanced cyberthreats.

> "With Zscaler, we've built an environment in which all employees can now use cloud services and remotely access private applications safely, quickly and actively."
>
> **– Takuya Hashimoto**
> Consulting Supervisor Cybersecurity Section System Technology Division Security Technology Department, Technology and Innovation General Headquarters **NTT DATA**

Comprehensive security environment nets strong governance

By leveraging the robust integration capabilities within the Zero Trust Exchange, NTT DATA is able to build out its zero trust implementation into a comprehensive security environment.

This effort includes Endpoint Detection and Response (EDR), for controlling mobile device malware infections, and Security Information and Event Management (SIEM), for consolidating and analyzing massive data volumes drawn from various security applications, including Zscaler.

In combination, the solutions provide NTT DATA with exceptional governance capabilities. "Because cloud service access logs are acquired and stored by Zscaler, we can visualize and analyze any prohibited actions by employees," said Aoki. "This enables us to achieve very strong global security governance."

Systems, not rules, guarantee security

Today, NTT DATA's unified global zero trust security solution has substantially improved user experiences and business productivity. It also helped NTT DATA weather the COVID-19 pandemic, which accelerated the company's existing transition to remote and hybrid work.

"Switching from conventional rule-dependent management to system-based management enabled us to build an environment in which all employees can now use cloud services and remotely access private applications safely, quickly, and actively," said Hashimoto.

Innovating with SSE enables ongoing market leadership

Moving forward, NTT DATA plans to use the knowledge and expertise it acquired from creating a holistic zero trust environment to benefit its clients.

"This was a huge project to pull off globally, but we achieved our objectives through teamwork and good management," said Honjo. "I'm sure the proficiencies we've accumulated through this process will be helpful to clients of ours who face the same challenges and we stand ready to assist at every step."

Most importantly, the Zero Trust Exchange implementation provides NTT DATA with an advanced Security Service Edge (SSE) solution that enables the company to continue its market leadership. "Zscaler is easy to use, there are no complicated procedures, and we've seen a major improvement in staff motivation and productivity," said Honjo. "It's really great."

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> – **Satoshi Aoki**
> Acting Solution Supervisor Cybersecurity Section System Technology Division Security Technology Department, Technology and Innovation General Headquarters **NTT DATA**

Toward a more prosperous society

NTT DATA aims to solve social challenges via business and is currently preparing for the advent of the Smarter Society where individuals, based on mutual trust, will provide data to companies and governments, who will then use it to provide services to enhance personal well-being and societal prosperity. Essential to achieving this vision is establishing strong cybersecurity environments that support the mutual trust concept. To that end, NTT DATA adopted a comprehensive and integrated zero trust platform that will provide individuals with the confidence that their personal data will remain safe.

About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so that customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 150 data centers globally, the SASE-based Zero Trust Exchange is the world's largest inline cloud security platform. Learn more at **zscaler.com** or follow us on Twitter **@zscaler**.