



The Organization

Crutchfield Corporation,
Charlottesville, VA, U.S.A.
www.crutchfield.com

The Challenge

Legacy URL filtering solution is ineffective

- Not deployed in-line with traffic – threats go undetected
- Unable to protect against zero-day exploits
- Nontrivial to protect multiple gateways and growing mobile user base

The Solution

- Web security SaaS meets requirements with added benefits – easy to deploy and maintain
- Incorrectly designed SaaS solutions introduce unacceptable latencies

The Zscaler Advantage

- Ultra-low latency resulting in no impact to productivity
- Dynamic protection against advanced threats reducing down time
- Lower cost due to easy deployment and maintenance
- Real-time forensics of network activity

Founded in 1974, Crutchfield Corporation is a leading catalogue and internet retailer of consumer electronics. The organization has a diverse employee base which includes call center staff, distribution agents, and traditional knowledge workers. Paul Fitzsimmons, Senior Manager of IT Systems, manages the IT infrastructure.

The Challenge

Protection of corporate assets from Web-based threats is critical to business continuity at Crutchfield. Preventing access to Web applications and offering security training to employees has offered limited success.

Crutchfield's legacy URL filtering solution is ineffective. Quite often threats went undetected as the solution did not sit in-line with traffic. It was not able to protect against zero-day exploits despite frequent maintenance updates. Moreover, it was nontrivial to protect multiple internet gateways as well as the growing base of mobile users.

"We were looking for a comprehensive security solution and not a net nanny," said Fitzsimmons.

The Solution

Web security SaaS is easy to deploy and maintain

A web security SaaS (Software as a Service) solution lends itself well to Crutchfield's requirements. Deployment is quick and cost effective as no capital expenditure is required. In addition, operational costs are minimal as real-time updates are automatically pushed to all users.

Incorrectly designed clouds introduce latencies

Crutchfield evaluated three cloud security vendors with little success. These solutions introduced unacceptable latencies and required administration of "thick" clients which disrupted business and increased costs. The reason for the dismal results is due to the fact that many traditional security vendors have built cloud solutions by retrofitting traditional appliance-based solutions.

Disappointed with the unsuccessful evaluations, Fitzsimmons sought the Gartner's advice of who suggested an evaluation of the Zscaler service.

The Zscaler Difference

Ultra-low latency

The most obvious Zscaler advantage is ultra-low latency. "Some people in our test group were oblivious to the addition of the extra layer of security, while others were unconvinced that the service was running at all," said Fitzsimmons.

Dynamic protection against advanced threats

With the Zscaler service, Crutchfield is protected against advanced threats such as botnets and malicious active web content. The benefits are tangible as five viruses were detected and prevented immediately upon deployment. This translated to 20 hours of savings for the IT staff from not having to clean up infected computers.

“As soon as we deployed Zscaler, five viruses were prevented immediately and saved us 20 hours of work.”

“Today we only spend one fifth of our time on web security as compared to our legacy product.”


- **Paul Fitzsimmons**
*Senior Manager of IT Systems
Crutchfield Corporation*

Lower cost

The Zscaler solution is extremely cost effective. Deployment costs are low since neither hardware nor software installation is required; proxy settings are automatically enforced. Furthermore, real-time updates are made to the cloud infrastructure thereby reducing the maintenance burden on Fitzsimmons. "The work we were doing to maintain our legacy product is gone and we save three hours per week to focus on other tasks."

Real-time forensics

As an added benefit, real-time reports on user activity involving corporate assets provides unprecedented insight into potential risks to the organization. Fitzsimmons can throttle bandwidth for web applications such as social media sites which are a drain on productivity. They can just as easily detect data loss due to malicious or negligent employees and mitigate issues with Human Resources before they create liabilities for the company.


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