Extending enterprise security to enhance remote **working experiences**

Making global biopharmaceutical solutions future-ready

Customer profile

US-based leading multinational contract research organization, specializing in helping companies with late-stage clinical trials.

Business needs

The client wanted to expand their security capabilities to adapt to the new remote working environment. To achieve this, the requirement was to develop a cost-effective and security-focused solution aimed at enhancing employees' experience through increased work visibility. The business needed to:

Unify collaboration experiences	Simplify control over IT	Improve internet performance for the end-users	Implement fast triaging and resolution of IT issues

HCL solutions and services

Focused on transforming the infra environment for monitoring, HCL implemented the digital experience monitoring (DEM) solution in three stages, as follows:

1. **DEM Solution design and proposal:** This involved the following:
   a. Designing a security framework
   b. Proposing its deployment strategy
2. **Solution implementation:** The process consisted of –
   a. Using Zscaler Client Connector to configure ZIA and enable ZDX solution in the client's environment
   b. Consolidating multiple point products into a unified platform
   c. Simplifying IT operations for platform management
3. **Post-deployment services:** This involved delivering performance analytics and custom reports in continuous/regular intervals.

Value delivered

With HCL's deployed solution, the biopharmaceutical solutions company was able to improve employee productivity. Associated business benefits included:
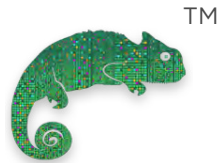
- Improved net promoter score (NPS) by 18 points
- Unified and enhanced operational insights
- Enabled IT teams to troubleshoot and quickly resolve end-user IT issues

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Dynamic Cybersecurity With HCL

To know more visit: **http://www.hcltech.com/cyber-security-grc-services**
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