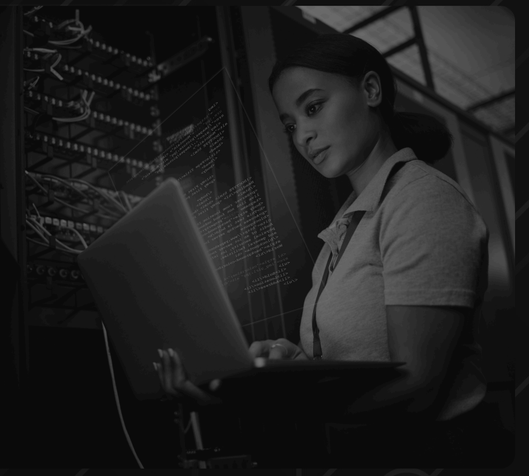
Hypershift

Turning An Expiring Web Gateway Into Zero Trust Internet Access

Case Study: Livingston International



The Challenge

Livingston International, a multinational customs brokerage with ~3,500 employees across ~200 locations, had just three weeks to replace a bypassable legacy web gateway before the contract expired.

The stakes were high: continued exposure to malware and ransomware, and the very real risk of branch-level outages if any site was misconfigured at cutover.

Layered across this was significant technical complexity: enabling SSL inspection without breaking certificate-pinned apps, and mapping a topology that spanned hundreds of sites and IoT segments.

> **What impressed me most was Hypershift's depth of expertise. They didn't just deploy a product — they became part of our team, guiding us through every stage of design, rollout, and adoption. Their engineers anticipated challenges before they arose, making the transition remarkably smooth.**
>
> *Tom - VP, IT Infrastructure, Security, and Operations*

How Hypershift Helped

Hypershift implemented Zscaler Internet Access (ZIA) to move quickly without sacrificing control.

1. **Rapid baseline build-out:** Implemented core ZIA policies and GRE tunnels for all traffic flows, bringing the organization under unified protection quickly and giving leadership confidence while deeper controls were staged.
2. **Phased SSL inspection to avoid disruption:** Enabled SSL inspection by category and location, surfacing certificate-pinning and legacy app issues early. Created explicit bypasses for devices that couldn't support certificate changes (e.g., printers, cloud-managed APs).
3. **Topology-accurate administration:** Mapped locations and sub-locations to reflect hundreds of sites and their IoT segments, ensuring accurate policy scope and reliable reporting.
4. **Roaming user protection:** Tuned and pushed the Zscaler Client Connector, extending protections off-network after the vast majority of issues were resolved—resulting in a smooth, near-painless client rollout.
5. **Executive-ready Zero Trust roadmap:** Positioned ZIA as the on-ramp to Zero Trust by planning Cloud Firewall and Z-Tunnel 2.0 for all protocols, and a staged transition from legacy VPN to Zscaler Private Access (ZPA).

The Value Delivered

- **Deadline met, risk reduced:** Replaced a bypassable gateway before contract expiry; closed critical exposure windows with modern internet security controls.
- **Business continuity:** Staged SSL inspection prevented outages while increasing inspection depth.
- **Operational clarity:** Location and sub-location design produced unified reporting and simpler troubleshooting across hundreds of sites.
- **Future-proof foundation:** Clear path to Zero Trust: Cloud Firewall, Z-Tunnel 2.0, and ZPA to retire legacy VPN.