

a23 leverages Zscaler platforms in Government Agency Zero Trust Transformation.

Client

This leading Government agency's responsibilities include managing sensitive data that enables ongoing business continuity for public and private sector and securities for technologies developed and marketed throughout the economy.

Challenge

This agency's ICT environment underpins critical national functions, including securing data related to commercial-in-confidence intellectual property. However, legacy infrastructure, traditional VPNs, and static proxy controls created vulnerabilities and operational bottlenecks.

Accommodating the multitude of use cases across the entire ICT estate required a comprehensive strategy with trusted architecture and expert-lead deployment of the Zscaler platform to implement threat-tested Zero Trust outcomes across the organisation.

The agency anticipated the Australian Government's mandate for adopting Zero Trust security principles, and wanted to get (and stay) ahead of the curve. They needed a comprehensive, enterprise-wide outcome to modernise securely — one that would:

- Reduce risk exposure and remove legacy dependencies
- Improve performance and monitoring across distributed workloads
- Demonstrate compliance with evolving Australian Signals Directorate (ASD) guidance
- Support seamless user access to apps and data across hybrid and cloud environments.

Client chose a23, with its superior and consistent track record in Zero Trust deployments, to deliver these critical outcomes.

Approach

a23 partnered with the agency as Engagement Lead, delivering a full Zero Trust architecture built on class-leading Zscaler cloud platforms. The team worked directly with the client's IT and security leaders to translate strategic objectives into real, measurable outcomes; across four core streams anchored on the Zscaler zero trust exchange.

Key Objective	Outcome
Zscaler Internet Access (ZIA)	Retired legacy proxy services. Introduced dynamic, policy-driven internet security for all users and endpoints — reducing reliance on static, centralised infrastructure.
Zscaler Private Access (ZPA)	Decommissioned traditional client-to-site VPNs. Delivered application-specific, policy-based access to internal resources without exposing them to the internet.
Zscaler Digital Experience (ZDX)	Implemented verbose monitoring across user endpoints, private infrastructure, and public cloud services — enabling proactive performance management and faster issue resolution.
Intercloud Workloads	Deployed policy-driven access control for workloads distributed across multiple public cloud tenants — enabling consistent security and governance everywhere.

a23's delivery approach is controlled, consultative, and outcome-focused, to unpack the key areas of competency and need; where every deployment phase was mapped against security mandates, user needs, and operational resilience.

The Results

This transformation was one of the agency’s most complex and high-profile programs — delivering tangible outcomes at scale, and for the future:

Key Metrics and Success

- Legacy VPNs retired – Zscaler Private Access replaced traditional VPN endpoints, removing exposed public interfaces and eliminating a major exploitation vector
- Site-to-Site VPNs decommissioned – Cloud and datacentre connectivity now operates under policy-driven controls, with no public footprint
- Proxy services replaced – Static proxy configurations and hair-pinned traffic are gone. Internet access is dynamic, secure, and governed by unified policy
- Advanced visibility and monitoring – Zscaler Digital Experience gives IT operations detailed insights into endpoint and network performance, across unmanaged or external environments
- Faster resolution and happier users – Service desks now resolve incidents more efficiently, guided by real-time diagnostic data
- Stronger, simpler security posture – The agency’s attack surface has been significantly reduced while improving agility for end users and administrators alike.

The Outcome

a23’s track record in threat-tested zero trust and project leadership reshaped how this agency secures and delivers digital services. Their leadership, integrated capabilities and deep expertise with the class leading Zscaler platforms allowed the agency to go beyond replacing outdated technology - they’ve re-engineered how to manage risk and deliver consistently high-quality services.

Today, the organisation is recognised as a leader in Zero Trust adoption within the Australian Government, operating with:

- Greater resilience against cyber threats
- Simplified access for staff and partners
- Enhanced visibility across every network and endpoint
- Confidence to adapt and evolve with emerging standards

a23’s ‘now-and-next’ approach positioned the agency not only for immediate compliance and performance gains but also for long-term security maturity.

As a Certified Zscaler Integration Partner we deliver value: from Sales to Architecture, Deployment and Management Services.



Case Study Snapshot

Sector	Australian Government
Project	Zscaler Platform Deployment
Duration	Multi-phase, multi-year program
Role	Engagement Lead
Services	Strategy, Architecture, Deployment, Integration, Change Enablement
Outcomes	Zero Trust implementation, simplified access, reduced risk, improved monitoring and performance

The a23 Difference

a23 is a straight-talking, Australian-owned IT consulting firm focused on what matters most — delivering secure, practical outcomes for government and business.

We do more than integrate systems. We turn complex security challenges into ‘Now-and Next’ capability.

We do it right. We tell it like it is. We get it done.