

Secure Access, Seamless Experience: Safeguarding Remote Work at Scale with Zero Trust

**Industry:**

Technology Consulting
and Digital Solutions

Location:

Mumbai, India

Organization:

84,000+ employees, 107 office
locations across 40+ countries

Solution:

Cisco Secure Access

LTIMindtree is a leading global technology consulting and digital solutions company focused on delivering transformation solutions across various industries. With 84,000+ employees serving customers across 40+ countries, the \$4 billion company leverages domain expertise and technological prowess to help enterprises reimagine business models, accelerate innovation, and achieve sustainable growth in a convergent world.

With 84,000+ employees handling sensitive customer and business data, global consulting firm LTIMindtree faces the enormous task of balancing risk mitigation with operational efficiency. To strengthen its security posture and optimize efficiency, the company sought to fortify user and data protection by introducing granular controls to enforce zero trust principles while streamlining the user experience.

LTIMindtree set out to do more than just check the box on security tools – they wanted real, holistic protection for both their people and their data. “Attackers aren’t just going after systems anymore– they’re coming in through people,” said Chandan Pani, Chief Information Security Officer at LTIMindtree. “That’s why we needed a true zero trust approach – one that verifies every user, every device, every time. No assumptions, no shortcuts. It’s how we reduce risk, stop threats from spreading, and stay secure in a hybrid work world.”

LTIMindtree relied on a point Security Service Edge (SSE) solution for a decade – but it was time for a change. Slow performance, patchy protection, and limited visibility made it difficult to keep pace with modern cyber threats. Challenges included:

- **IT Complexity:** Managing multiple hardware appliances and disparate security tools led to increased complexity and inefficiencies in IT operations.
- **Lack of Integration:** The previous solution was a point security product that lacked seamless integration with LTIMindtree’s diverse network infrastructure, creating management inefficiencies.
- **User Frustration:** Employees faced slow network performance, inconsistent app access, and cumbersome security processes, resulting in a high volume of support tickets.
- **Security Gaps:** VPN solutions provided overly broad access to resources, lacked granular control, and made private applications vulnerable to unauthorized access.
- **Limited Zero Trust Capabilities:** The prior solution lacked the defense and depth required to address multiple zero trust principles.

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– Chandan Pani,
Chief Information Security Officer, LTIMindtree

Choosing a Unified, Scalable, and Integrated Platform Powered by AI

LTIMindtree chose Cisco Secure Access, replacing four of their existing security solutions with the single Cisco solution. Cisco Secure Access offered the company unified secure internet access, advanced zero trust network access, and infused AI capabilities to protect their hybrid workforce while delivering greater efficiency for the security teams. The scalable and integrated platform provides a single cloud-managed console, unified client, and seamless connectivity for users, enabling secure access to modern and legacy applications.

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A Rapid, Seamless, and Successful Deployment

LTIMindtree quickly and seamlessly integrated Secure Access with their IT infrastructure. Pani was impressed by the efficiency and stability of the deployment, noting that they replaced their existing solution and fully deployed Secure Access across 84,000+ employees in less than 90 days— without business disruption. He appreciated the unified solution’s ease of use and speed, noting that AI components have significantly accelerated onboarding and policy rollout.

Elements of the successful implementation included:

- **Unified Platform Implementation:** A single client replaced multiple agents, simplifying user onboarding and ensuring seamless access to resources. A unified, cloud-managed console simplified policy creation and management, reducing IT complexity.
- **Zero Trust Enablement:** Granular zero trust network access policies enhanced security by granting users access to authorized resources based on their identity and device posture.
- **Protocol and Performance Optimization:** Modern protocols like MASQUE and QUIC were implemented to enhance network performance, reduce latency, and deliver a consistent user experience across legacy and modern applications.
- **Integration with Existing Systems:** The solution seamlessly integrated with LTIMindtree’s existing network and IT infrastructure, including cloud-based and on-premises applications. Cisco’s advanced AI-driven insights and Digital Experience Monitoring (DEM) ensured continuous performance and security visibility.

The Results

Secure Access is enabling LTIMindtree to drive greater cyber resilience, meet complex global compliance requirements, and improve the user experience globally. The company has consolidated the number of security tools it now uses from four down to one, streamlining IT operations, reducing complexity, and increasing efficiency in rolling out policies and onboarding.

As a global organization, Pani says Secure Access provides the scalability and flexibility they require to meet a wide variety of regional requirements while delivering a smooth user experience. With their previous solutions, users often complained about their inability to access critical systems while out of the office and traveling. Using Secure Access, Pani says those complaints have stopped.

“Since implementing Secure Access, our remote users can now access critical applications 60% faster, cutting wait times from 20–30 seconds to just 5–10 seconds— significantly improving their productivity and experience.”

– Chandan Pani,
Chief Information Security Officer, LTIMindtree

With Cisco Secure Access, LTIMindtree has experienced transformative results across multiple dimensions of their business operations and security framework, including:

- **Streamlined IT Operations:** The unified cloud-managed console simplified IT management, reducing administrative overhead and enabling strategic initiatives. A single client replaced four legacy security tools, simplifying complexity and improving manageability.
 - **Scalability and Performance:** LTIMindtree secured its global hybrid workforce of 84,000+ employees efficiently, accommodating their dynamic remote and on-site teams. Modern protocols like MASQUE and QUIC enhanced network performance, delivering low-latency access to applications.
 - **Enhanced User Experience:** Users enjoy seamless connectivity with a unified client that intelligently guides them to the right application security level, reducing credential prompts and boosting productivity. DEM has optimized user performance by identifying and resolving potential issues.
 - **Operational Efficiency and Cost Savings:** Faster deployment and simplified operations have resulted in measurable efficiency gains. Secure Access eliminated redundancies and reduced operational costs by simplifying policy management and onboarding.
- Using Secure Access, LTIMindtree is well positioned to effectively support its global operations, fortify business resilience, and attain its long-term strategic objectives with unwavering security and scalability.
- **Improved Security Posture:** AI enhanced security with zero trust principles is providing granular access control. Users access only permissioned resources, reducing risks from unauthorized access and cyber threats. The integrated solution improved network visibility, enabling faster threat detection and mitigation.

LTIMindtree Partners with Cisco on SASE solutions

After experiencing the value of Cisco Secure Access firsthand, LTIMindtree recognized the potential to develop a more intelligent, scalable, and user-friendly SASE offering with Cisco for their own clients. LTIMindtree partnered with Cisco to integrate its innovative Secure Service Edge (SSE) technology into LTIMindtree's Secure Access Service Edge (SASE) consulting practice - thereby, enhancing the security, scalability, and user experience of the solutions LTIMindtree delivers to its clients.

Cisco's award-winning SSE solution, combined with its industry-leading SD-WAN technology, makes it a strategic partner for LTIMindtree in offering a comprehensive and future-ready SASE solution to its customer base. Cisco brings strength in zero trust, AI-driven security, automation, and seamless integration to LTIMindtree's solutions - key pillars for securing today's hybrid workforce. The collaboration is now focused on expanding Cisco's footprint within LTIMindtree's offerings, advancing AI capabilities, and ensuring adaptable security for a rapidly evolving digital environment.

What is Cisco Secure Access and SSE?

Read our new e-book to discover how Cisco Secure Access:

- Helps users securely access whatever they need to do their best work from anywhere
- Delivers advanced security to streamline and automate IT operations
- Enables end-to-end security to mitigate risk across your environment

[Get the e-book](#)