



**Cognizant's managed zero trust
SASE offering for retail vertical –
powered by Zscaler**

Industry overview

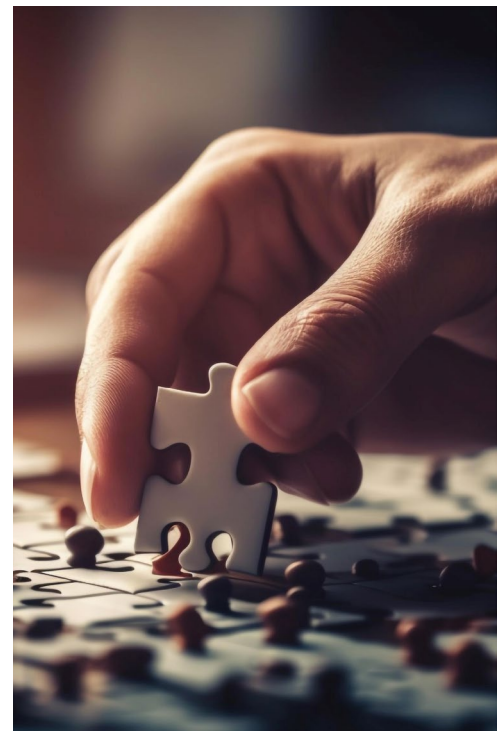
The retail industry is embracing a new digital era, marked by innovation in customer engagement, supply chain intelligence and omnichannel experiences. Technologies like AI, IoT and cloud computing are enabling smarter operations and hyper-personalized services, aligning with next-gen expectations for seamless, secure and sustainable retail. As digital ecosystems expand, cybersecurity becomes a strategic priority. Retailers are proactively adopting zero trust frameworks, multifactor authentication and advanced threat detection to safeguard data and maintain consumer trust. While challenges such as evolving cyber threats, legacy systems and talent shortages persist, the industry's commitment to resilience and secure innovation is shaping a more robust and future-ready retail landscape.

Key challenges:

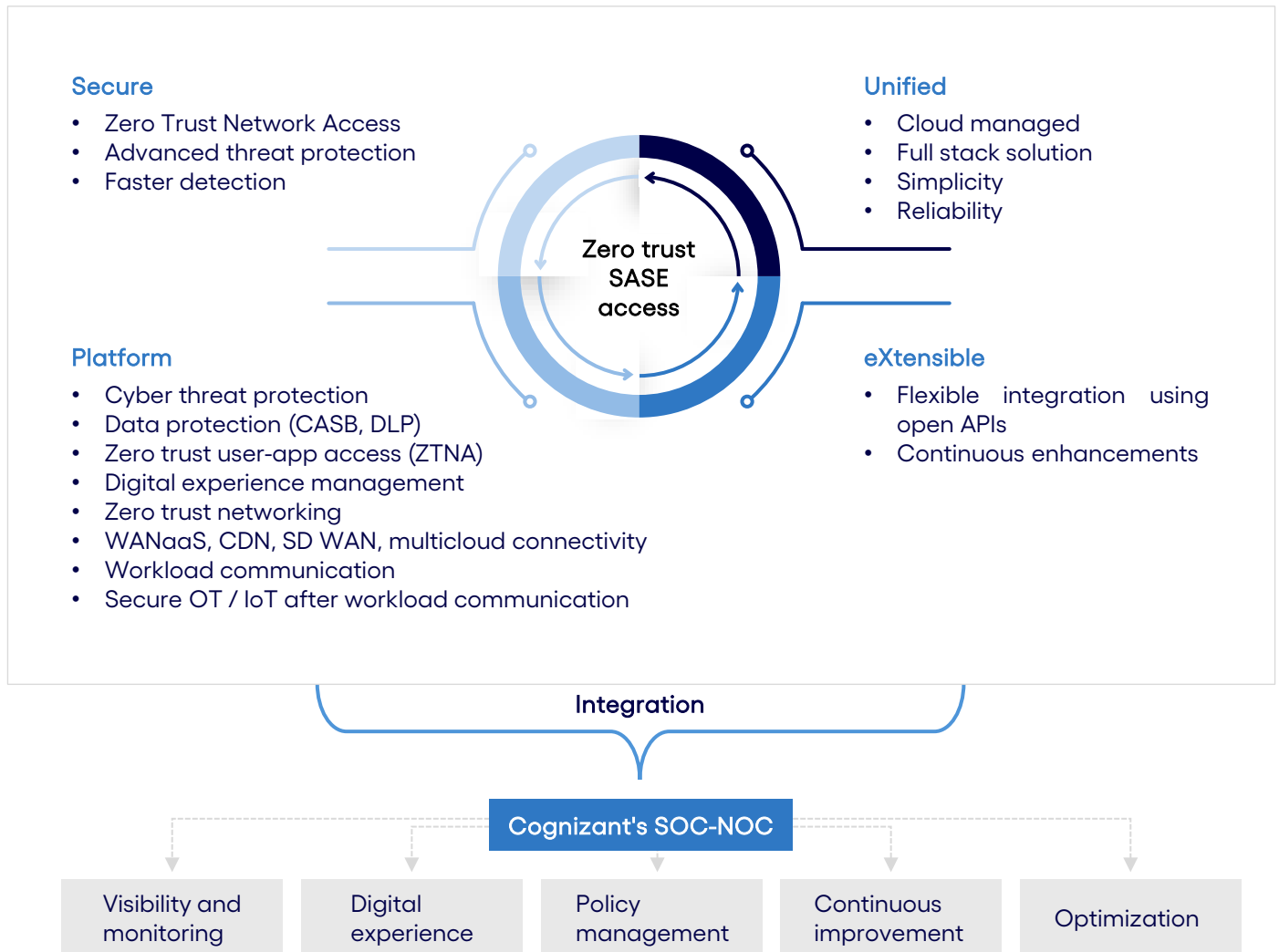
- Omnichannel complexity: Managing consistent and secure customer experiences across physical stores, e-commerce platforms and mobile apps increases operational and cybersecurity complexity
- System integration: Integrating IT systems across retail operations and supply chains can expose vulnerabilities in previously siloed environments
- Access management: Strict access controls are essential to protect sensitive retail systems like POS, inventory and customer data
- Cybersecurity skills gap: A shortage of skilled cybersecurity professionals leaves retail businesses exposed to evolving threats
- Supply chain vulnerabilities: Weak third-party defenses can compromise interconnected networks
- Legacy infrastructure: Outdated POS and back-end systems expose organizations to sophisticated threats
- Remote and hybrid work: Secure remote access is vital in retail to support IT systems, POS infrastructure and distributed store operations in hybrid work environments

Solution

Cognizant's managed zero trust Secure Access Service Edge (SASE) solution, powered by Zscaler's zero trust exchange and enhanced by Cognizant's Neuro® AI, delivers a unified and intelligent approach to modern network security. It enforces Zero Trust principles across users, devices and applications to ensure strict identity verification and least-privilege access essential for protecting POS systems, inventory and customer data. Zscaler's cloud-native architecture simplifies omnichannel security across physical and digital platforms, while open APIs enable secure integration across retail operations and supply chains. The solution incorporates advanced threat prevention technologies including secure web gateway (SWG), firewall-as-a-Service (FWaaS), DNS filtering and Cloud Access Security Broker (CASB) alongside Zero Trust Network Access (ZTNA) and Zscaler Digital Experience monitoring (ZDX), ensuring protection for legacy infrastructure and third-party networks. Cognizant's Neuro AI adds intelligent automation for threat detection, policy enforcement and operational efficiency, helping bridge the cybersecurity skills gap. Additionally, Zscaler Zero Trust Branch capabilities support secure remote and hybrid work environments, enabling consistent and resilient operations across distributed retail networks.



Cognizant's managed zero trust SASE Solution



Key capabilities

- **Secure store connectivity:** Enabled by Zscaler Zero Trust branch, this capability ensures secure, high-performance networking across retail locations, warehouses and cloud services, with optimized application access and reduced complexity.
- **Zero trust access:** Delivered through Zscaler Private Access (ZPA), it enforces identity and context-based access controls, ensuring only verified users and devices can access critical systems like POS and inventory platforms.
- **Cloud-based threat protection:** Leveraging Zscaler Internet Access (ZIA), this provides cloud-delivered security services including SWG, FWaaS, DNS filtering and advanced threat protection to defend against malware, phishing and data loss.
- **Centralized policy management:** Managed via Zscaler's admin portal, it offers centralized visibility and control over security policies, user access and traffic across all retail sites from a single dashboard.
- **Support for hybrid work:** ZPA and ZIA enable secure remote access for corporate staff, IT teams and third-party vendors, with continuous inspection and performance monitoring through ZDX.
- **Zscaler's architecture inherently provides a robust defense against DDoS attacks** through its zero trust exchange platform, which leverages a cloud-native, proxy-based approach. This architecture ensures all traffic, including inbound and outbound, is inspected and secured, minimizing the attack surface and preventing lateral movement for retail networks and online platforms, ensuring uninterrupted operations.

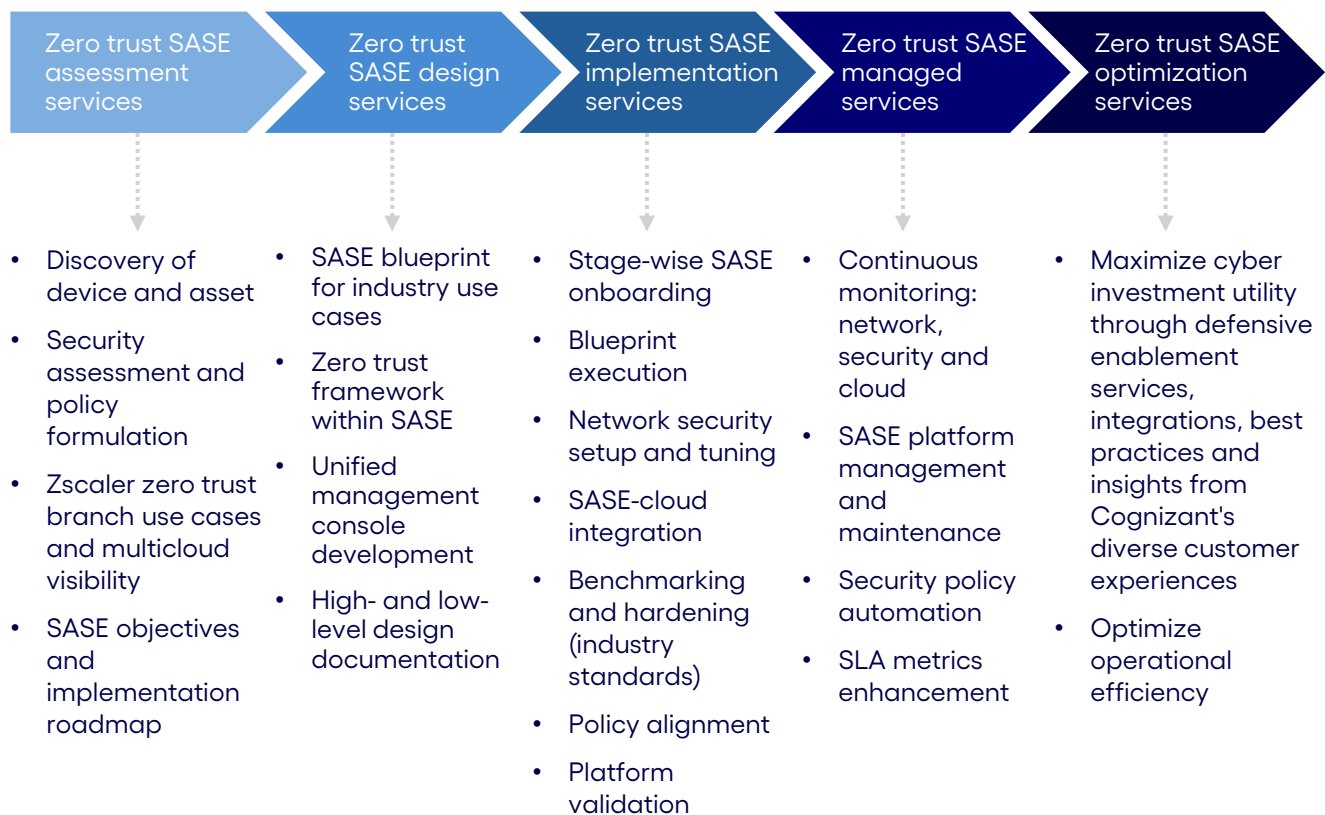
Use cases

Our SASE services empower retailers with practical solutions:

- Secure remote access for store and corporate staff
- POS and IoT device protection against cyber threats
- Seamless cloud integration for retail applications
- Consistent omnichannel experience across digital and physical channels
- Real-time threat detection and response for customer and transaction systems
- Third-party and supply chain security for vendor and logistics integrations
- Data loss prevention (DLP) for sensitive customer and payment data
- Centralized policy enforcement across distributed retail locations

Our offerings:

Cognizant's managed zero trust SASE offering provides a suite of services that help organizations evaluate their existing network security models, establish a target state and develop a transformation roadmap, migrate to target state and efficiently manage with analytics and reporting.



Benefits:

Adopting a SASE solution brings a multitude of benefits across architecture, deployment and Commercial aspects, making it a transformative approach for modern enterprises.

Architectural benefits:



Global connectivity: SASE securely connects employees across multiple plants to SaaS and on-premises applications, supporting various networks like the internet, MPLS and cellular



Zero Trust Network Access (ZTNA): Facilitates least-privilege access controls, ensuring only authorized users and devices access specific resources, minimizing attack surfaces



Cloud connectivity: Enables access to production applications migrated to the cloud while supporting on-premises infrastructure



Data loss prevention: Prevents unauthorized access and exfiltration of sensitive data like production plans and intellectual property



Enhanced security: Enables faster detection, identification, response and remediation of cybersecurity incidents



Compliance with regulations: Helps organizations comply with data privacy and security regulations like GDPR and HIPAA, essential for Industry 4.0

Deployment benefits:



Smooth transition: Quick deployment makes the process nearly hassle-free
Improved user experience and collaboration: Enhances connectivity speed and performance, boosting employee satisfaction and productivity

Commercial benefits:



Cost reduction: Retailers can save up to 30% annually on licensing by transitioning to SASE, enabling consolidation and rationalization

By adopting SASE, organizations can achieve a secure, scalable and efficient network infrastructure that supports modern business needs and enhances overall security posture.



Why choose Cognizant?

With over 700 certified professionals and a proven track record of 25+ successful implementations, Cognizant's SASE solutions are purpose-built for retail, ensuring scalability, seamless integration and robust end-to-end support.

The combination of Zscaler's leading platform and Cognizant's expertise at the intersection of technology and industry aims to offer clients the capability to modernize, transform and simplify their enterprise security posture. As a Zscaler customer, Cognizant will also be empowered to accelerate business growth and protect clients with enhanced security capabilities.

Your path to secure and efficient operations: Enhance your retail operations with Cognizant's Secure Access Service Edge. Experience secure, future-ready solutions designed to meet the dynamic needs of the retail sector.

Transform your security landscape with Cognizant's zero trust managed SASE solution. Our cutting-edge framework provides seamless, secure access and robust threat protection, simplifying your security infrastructure. Contact us today to discover how we can help you achieve unparalleled security and efficiency. To know more contact : cybersecuritypulse@cognizant.com



Cognizant helps engineer modern businesses by helping to modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. To see how Cognizant is improving everyday life, visit them at www.cognizant.com or across their socials [@cognizant](#).

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