



## Swish Data and Zscaler Help a Federal Healthcare Agency Secure a Remote Workforce while Moving to a Zero Trust Architecture

Largest prime contract help desk in the U.S. government moves three processing centers to work-from-home while reducing costs and increasing workforce productivity.

This agency's important mission is to ensure that Americans have access to quality healthcare. In 2010, the Affordable Care Act (ACA) was passed which led to the formation of the Health Insurance Marketplace which provides health plan shopping and enrollment services through websites, call centers, and in-person assistance. This vital program has advanced health equity and improved outcomes. Today, 31 million Americans have health coverage through the Health Insurance Marketplace.

### Federal Systems Integrator Support

Like many government agencies that execute massive, high-volume programs, this agency needed outsourced resources to provide eligibility verifications for consumers purchasing health insurance through the Marketplace as well as program and consumer help desk support. This work involves everything from the receipt of tens of millions of applications each year to the final eligibility verification. The agency solicited the help of a large Federal Systems Integrator (FSI) that specializes in the delivery of better essential government services to citizens. Today, this program represents the largest prime contract help desk in the U.S. government.

### The Challenge

When the COVID-19 pandemic struck, the FSI was faced with a number of significant challenges, but the most prominent was enabling a secure remote workforce. They

had to rapidly move over 4,000 employees from three regional processing centers to work from home. Their network infrastructure was hardware intensive with a very complex on-premises architecture. They knew that migrating to the Cloud was a necessity.

### Why Swish

The FSI initially reached out to Swish to help them improve their cybersecurity architecture in support of TIC 3.0 and the principles of Zero Trust through a FedRAMP approved platform. As the discussions evolved, it was apparent that the FSI was under competitive pressure to enable secure access from any location on any device, increase employee productivity, reduce operating costs without affecting quality or consistency of service, and increase profits. Their contract with the agency was up for re compete in a short period of time.



## Why Zscaler

Swish introduced the FSI to Zscaler which was built for the Cloud. Zscaler offered the FSI the ability to securely connect users to the internet and applications, regardless of the device, location, or network. This eliminated the need for legacy TIC/MTIPS remote access so work-from-home was quickly enabled with a faster user experience and stronger security than VPNs. Authorized users could seamlessly connect to the internet or agency apps with granular access policies increasing security and reducing risk by inhibiting lateral movement from a potential attacker's playbook. Costs were reduced because there were no hardware appliances required and services were uncapped and not limited by bandwidth.

## Swish Services

Another hurdle that the FSI faced was rapid implementation as they approached a November 1, 2021, open enrollment date. They solicited the services of Swish to quickly design and build their Zscaler implementation, provide comprehensive operations support, and create the adoption of a remote user model.

Swish, being deeply integrated with Zscaler, afforded the ability to execute the change in architecture in a rapid fashion.

## Summary

100 million records per week are exchanged and analyzed by the FSI in support of the Healthcare Marketplace. Zscaler and Swish are enabling the FSI to position the agency to adopt next-generation networks that put them at the leading edge of government services delivered to citizens. As the agency continues to assist consumers to effectively and efficiently shop for and verify their eligibility for benefits, moving to the Cloud with Zscaler and Swish makes the agency forward-leaning and on the verge of a Zero Trust architecture in accordance with the Executive Order requirement for federal agencies to remotely enable teleworkers.

The FSI is extremely pleased with the work that Swish and Zscaler are providing and the seamless integration of the two teams. One FSI leader commented that he "never knows who works for Swish and who works for Zscaler." The ideal scenario.

Swish is a Service-Disabled Veteran-Owned and HUBZone certified Small Business provider of technology solutions and engineering services to the U.S. Federal Government with a focus on high-quality outcomes for our clients. Swish's focused practice areas include Cybersecurity, Performance Engineering, IT Modernization and DevSecOps.

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