

EDITO

Kelly Van Tricht
Competence
Manager



Dear colleagues,

Nice that you are reading along. We hope you have had a nice holiday and that your batteries are recharged. We hereby close the summer door behind us and open the autumn season.

We are initially looking forward to the event that will take place on October 20. Within competence we are busy with your training plans, visits, improving procedures and preparations for evaluations.

I would also like to thank you very much for your massive answers to the communication survey. We are also working on this.

In this newsletter you can find for the first time an article written by our colleague Carmelo Buscemi, for which thanks Carmelo!

From now on, we will organize a half-hour virtual brainstorming session, once a quarter, to involve you in the newsletter. There are currently 5 people registered for this working group, if you are interested or have any questions about this, you can always contact me.

We have also noticed that many of you have been very active in Percipio. A lot of badges have been achieved, which you can read more about in the newsletter.

Today you will also find more information about one of the most discussed topics of recent months, the new (electric) cars.

We wish you a lot of reading pleasure and do not hesitate to let us know if you have any questions.

Have a great 4th quarter and see you at the event!

Kelly



Colleagues who would like to share some interesting information.

A word from Carmelo about Zscaler



Carmelo Buscemi,
System Engineer L2

1. We heard that you recently completed an interesting course, namely Zscaler. How did you experience this?

The course was specifically focused on the Internet Access component of Zscaler. The course is very interesting and enriching. It leads to obtaining the Zscaler Certified Cloud Administrator - Internet Access (ZCCA-IA) certification, which designates the person holding it as an expert in Zscaler Internet Access. The training is more centered on theoretical aspects with practical exercises on the functioning of the administration platform. There is also Zscaler Private Access, which is the VPN part of the tool, allowing the acquisition of the Zscaler Certified Cloud Administrator - Private Access (ZCCA-PA) certificate. These courses and certificates are exclusively available through the Zscaler website. They manage their courses and certificates directly, with no intermediaries involved at the moment.

2. What is Zscaler and what does it do?

Zscaler is a firewall-type application that also incorporates VPN functionality. With this solution, users can connect from any location worldwide without having to worry about tokens or digipasses, somewhat akin to Itsme. It allows users to securely access resources both from within and outside the network. However, there is a dual authentication process that can be of the SAML, SCIM, Kerberos, LDAP, or hosted DB type, utilizing authentication methods such as OKTA Verify, and Mobile Pass+ could also be employed. Upon user connection, they are instantly linked to the company's network, specifically to the company's applications. Zscaler does not connect directly to the network but rather to the company's applications. Consequently, there is no tunnel directly created on the network but instead through the Zscaler cloud, which then connects to the application. Zscaler essentially functions as a secure cloud.

Zscaler Client Connector – One App to Connect Them All

- Internet access capabilities (ZIA)
 - Configurable forwarding options
 - Optional lightweight HTTP CONNECT tunnels to Zscaler proxies
 - Custom PAC file options
- Private access capabilities (ZPA)
 - Secure Z tunnels/Microtunnels to ZPA infrastructure
 - Bring Your Own Encryption (BYOE) option
- Co-existence with VPN Clients
 - Full or split tunnel options



3. How does Zscaler differ from other VPNs?

The significant difference between Zscaler and a VPN, I would say, is that it doesn't create a tunnel on the network but establishes connections to the specific applications the user needs to access—nothing more. Access is managed through groups and rules called App Connectors and Application Segments.

Each of these elements plays its roles excellently when properly configured, and they can be interconnected, for example, if there are different business units within a company to ensure smooth interaction. The fact that Zscaler doesn't create a tunnel but operates in a hyper cloud, spread across more than 185 countries through over 150 data centers, helps secure company data against certain forms of hacking, such as Man-in-the-Middle attacks.

Its cost is also much lower compared to other solutions currently available. Zscaler is usable on PCs and smartphones as well as different platforms.



4. How do you see the future for Zscaler?

From what I've known in my two years at ENGIE, Zscaler has a bright future. We have almost entirely abandoned Cisco AnyConnect, at least in our Business Unit. Zscaler offers better control over resources and flows, functioning as a firewall beyond the firewall. It could very well establish itself in a quasi-monopoly position. It's a sustainable company that has nothing to envy from other solutions; in fact, its expansion is something to be concerned about.

5. Would you recommend Zscaler? Why?

As mentioned in question number 3, I would recommend Zscaler without hesitation. Due to its security features, it is nearly invisible to the user, and companies have better control

over their flows. Another advantage of Zscaler is its ability to block specific zones, countries, or cities. It allows for bandwidth limitation without restricting access to resources.

6. Anything else you would like to share with colleagues?

If you have the opportunity to work with this technology, study it further because Zscaler coupled with the network and cybersecurity is the future. I had the opportunity to take the course via the client, which requires knowledge of the tool before administrator rights are granted. Using and studying Zscaler requires a very good network foundation.



Blood donation : Become a hero and donate blood and plasma today!

We have all heard stories about lives saved through blood and plasma transfusions. It is an act of true humanity and compassion to give a part of ourselves to help others. As a company, we aim to have a positive impact on society and make a difference in the lives of others. Therefore, we encourage you to donate blood and plasma and collectively make a meaningful contribution to healthcare.

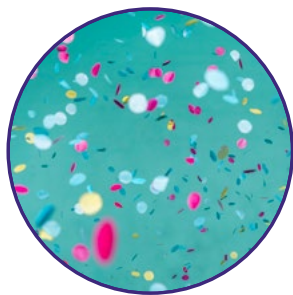
Why donating blood and plasma is important: Blood and plasma are life-saving resources used in the treatment of various medical conditions, such as anemia, cancer, blood clotting disorders, and severe injuries. Unfortunately, there is always a shortage of donations, especially during crisis periods and holidays. By donating, we can reduce these shortages and improve the quality of life for countless individuals.

Benefits of donating blood and plasma: Making a life-saving difference: Every donation can save the lives of multiple people, making it an incredibly valuable contribution to society.

Health benefits for the donor: Blood donation stimulates the production of new blood cells, promotes the creation of new red blood cells, and helps burn calories. Additionally, donors often receive a free health checkup.

The sense of satisfaction: By donating, we give others a chance at better health and a longer life. This can provide a sense of satisfaction and pride, knowing that we are part of something significant and valuable.

Visit the Red Cross – Flanders website or make an appointment online at: <https://donorportaalslot.rodekruis.be/>



Congratulations on your seniority in Q3, and thank you for your dedication.

- Fleuré Emmanuell since 01/07/1992
> 31 years
- Baidji Belghacem since 09/08/1995
> 28 years
- Hernaut Jean-Philippe since 06/07/1998
> 25 years
- Vanhellemont Werner since 02/08/1999
> 24 years
- Amaye Dirk since 02/08/1999
> 24 years
- Geerts Joel since 27/08/2001
> 22 years
- Lamair Mieke since 05/09/2001
> 22 years
- Janssens Sylvain since 08/09/2003
> 20 years
- Zollikofer Gregory since 01/09/2005
> 18 years
- Kockaerts Jurgen since 10/07/2006
> 17 years
- Bastian Keith since 01/08/2006
> 17 years
- Gerne Benoit since 04/09/2006
> 17 years
- Stevens Patrick since 17/09/2007
> 16 years
- Carette Erwin since 14/07/2008
> 15 years
- Roelants Tom since 04/08/2008
> 15 years
- Gharmaoui Rachid since 06/08/2008
> 15 years
- Geelen Tom since 13/08/2008
> 15 years
- Markaj Aferdita since 01/09/2008
> 15 years
- Michiels Jeroen since 01/08/2009
> 14 years
- Paquot Arnaud since 05/07/2010
> 13 years
- Duym Laurent since 09/07/2010
> 13 years
- Missa Joseph since 16/08/2011
> 12 years
- Van Den Driessche Jonathan since 12/09/2011
> 12 years
- Ekimian Karene since 10/09/2012
> 11 years
- Wouters Erik since 01/07/2013
> 10 years
- Lepine Jean-Francois since 02/09/2013
> 10 years
- Fleerackers Tom since 01/08/2014
> 9 years
- Celen Jason since 01/08/2014
> 9 years
- Abdi Omar since 07/08/2017
> 6 years
- Coolen Bart since 04/09/2017
> 6 years
- Hosseini Seyyed since 10/07/2018
> 5 years
- Hassi Omar since 08/07/2019
> 4 years
- Faignart Marie Flarian since 01/09/2019
> 4 years
- Ait Serhane Hamid since 23/09/2019
> 4 years
- El Barkani Abdelouhab since 17/08/2018
> 5 years
- Vande Vannet Frank since 24/08/2020
> 3 years
- Bounameaux Lionel since 16/08/2021
> 2 years
- Vandenryt Dries since 20/09/2021
> 2 years
- Top Halil since 11/07/2022
> 1 years
- Wallecan Jonas since 01/08/2022
> 1 years



Percipio's state of affairs

In Q3, a total of 518 badges were earned in Percipio! Congratulations on this achievement! Below, we would like to highlight the top 5 achievers:

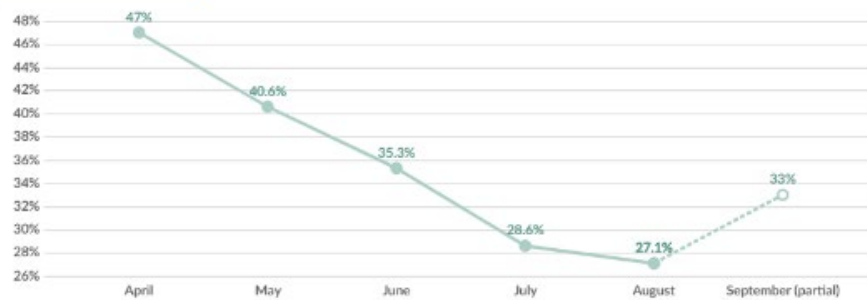
Danny Debuysserie
 Andrea De Vogel
 Corry Peeters
 Michael Van Daele
 Viron Rousos

A few figures: Number of learners and returning learners.



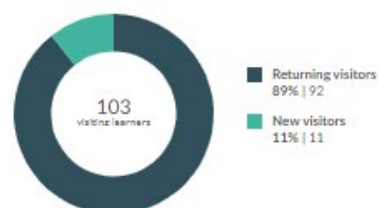
Adoption over time

Percent of learners visited

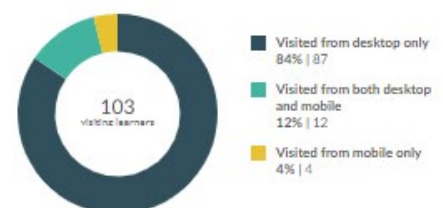


Data based on selected date range

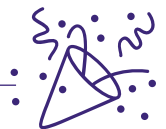
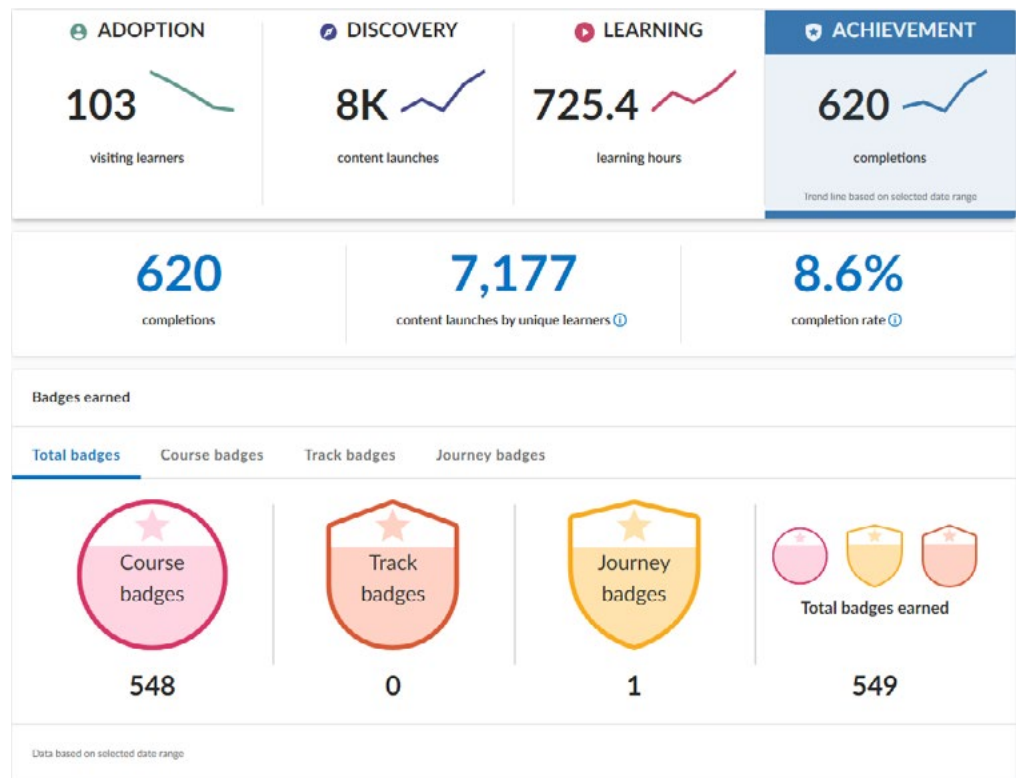
New vs. returning visitors



Desktop vs. mobile browser visits



Average number of hours followed per learner

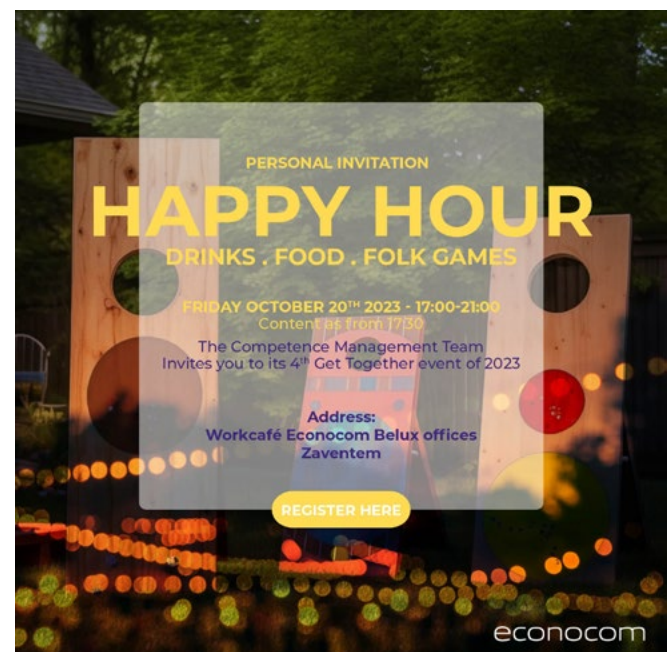


Don 't miss our 4th Get Together Event of 2023.

Subscribe now:
Friday October 20th

Workcafé
Econocom Belux Offices

We are looking forward
to seeing you there!





Ambassador Program: Do you know someone who could be interested in working at Econocom?

Be quick: motivate your personal or professional circles to apply for a job with us and have a chance to win an exceptional premium thanks to our "Ambassador Program") ([NL](#) / [FR](#)).

Send (with their approval) the resume to recruitment.be-corp@econocom.com. We reward your ambassadorship with a nice bonus up to 2500,- EUR (conform the conditions of the Ambassador Program).

For more info, you can contact HR-Admin.be@econocom.com.

RECRUITEMENT OFFICER IT

> More details here: <https://www.econocom.be/nl/jobs/recruitment-officer-it>

SYSTEM ENGINEER

> More details here: <https://www.econocom.be/nl/jobs/system-engineer>

SUPPORT ENGINEER

> More details here: <https://www.econocom.be/nl/jobs/support-engineer>



Congrats with your new mission

Jonas Wallecan

Apple Team

Adrian Ciocoiu

BackUp Team - Helpdesk L2

Anthony Breart

Centric Intergamma - Field engineer

Nicola Wilssens

AM - Support Engineer

Karen Craeynest

STIB - Admin



Alex Goister

alex.goister@econocom.com



Kelly Van Tricht

kellyvan.tricht@econocom.com

econocom



Alain Zegers

alain.zegers@econocom.com



Kenneth Mathijs

kenneth.mathijs@econocom.com