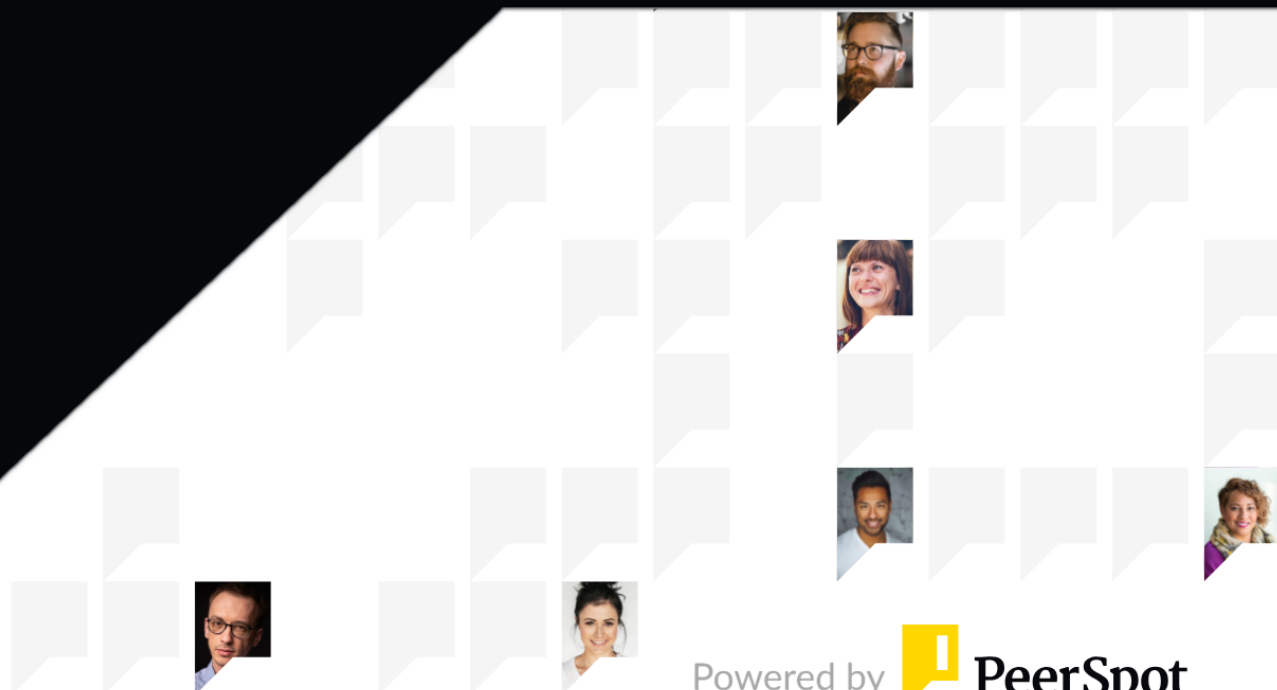




Zscaler Private Access (ZPA)

Reviews, tips, and advice from real users



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Product Recap



Zscaler Private Access (ZPA)

Zscaler Private Access (ZPA) Recap

Zscaler Private Access enhances security by enabling access to specific applications without exposing entire networks. It is designed for scalability and flexibility, making it particularly suitable for cloud transitions and remote work environments.

Zscaler Private Access offers a comprehensive solution for modern security needs by ensuring secure remote application access. This is achieved through its advanced features such as micro-segmentation and AI capabilities. Organizations can integrate ZPA with existing security infrastructure, providing seamless operation during cloud transitions. Users benefit from policy-based access management and dashboards that enhance visibility and control. However, ZPA faces some challenges, including bugs, configuration difficulties with identity providers, and a limited rule customization capacity. Delayed support responses and annual price increases are also concerns that need addressing.

What are the key features of Zscaler Private Access?

- **Micro-segmentation:** Restricts application access to improve security.
- **AI Capabilities:** Enhances operational efficiency through intelligent actions.
- **Group Access:** Allows secure access management for different user groups.
- **Policy-based Access:** Ensures control and oversight with customized policies.
- **Integration Support:** Seamlessly incorporates existing security tools.

What benefits should users expect when evaluating Zscaler Private Access?

- **Scalability:** Supports growing demands without compromising service.
- **Ease of Use:** Simplifies operations for remote access and cloud integration.
- **Visibility and Control:** Comprehensive oversight through dashboards and policy management.
- **Operational Flexibility:** Allows adjustments to meet user requirements effectively.

Zscaler Private Access is widely adopted across industries transitioning from traditional VPNs to more secure remote access solutions. Companies leverage it for secure network communication, accessing cloud resources like AWS and Azure, and integrating with internal systems. Local, customer, and cloud networks extensively use ZPA for secure internet access and as a modern replacement for older proxy technologies.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Zscaler Private Access (ZPA) has significantly reduced our attack surface by making our internal apps invisible to the internet.”



BasilJiji

System engineer at a retailer with 10,001+ employees

- ✓ “Zscaler Private Access (ZPA) is a mature, enterprise-grade Zero Trust solution that delivers security and operational benefits.”



VikasTiwari

Senior Network Engineer at Anthology

- ✓ “Zscaler ZPA is easy to administer and is organized in a straightforward and logical manner.”



Martin Partridge

Solutions Architect at Direct Line Group



“I would assess the security level achieved with Zscaler Private Access (ZPA)'s Zero Trust architecture as inherent to the system.”



Tejas Jain

Principle Cloud Architect at a tech services company with 11-50 employees



“The best advantage of the product is that it is always on as a VPN, which gives us much more functionality.”



Verified user

Senior IT Specialist Network and Security at a marketing services firm with 201-500 employees



“Zscaler Private Access (ZPA) is much more secure than VPN because users are only allowed to access specific applications rather than the whole network.”



Verified user

Technical management of Network Security - Network Hub at a comms service provider with 5,001-10,000 employees



“Zscaler Private Access (ZPA) is more secure than these particular VPN solutions.”



TarunKumar5

Lead Engineer at FIS Global

What users had to say about valuable features:

“The best features are the AI-powered app segmentation that automatically discovers our applications. This saves a massive amount of manual configuration time and helps me build granular access policies much faster.

The app segmentation feature helps my team improve employee experience while giving our IT team peace of mind. It is truly a productivity tool that removes the clunkiness of a VPN. The initial discovery of legacy applications during setup can sometimes take more time to fine-tune, which is the only minor limitation..”

BasilJiji

System engineer at a retailer with 10,001+ employees

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“The best advantage of the product is that it is always on as a VPN, which gives us much more functionality. It is basically easy to use and easy to configure. The solution for Zscaler Private Access (ZPA) is seamless for this.

“From a visibility perspective, they have added more content features where we can see security and other aspects through available dashboards. That's the only notable addition, plus they are implementing the overall security architecture of tenants, which gives much more information to work with..”

Verified user

Senior IT Specialist Network and Security at a marketing services firm with 201-500 employees

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“The features I appreciate the most about Zscaler Private Access (ZPA) are that it is very easy to use, and we have Terraform for it, which makes it even easier and very straightforward.

I have utilized the segment feature, and we call it segmentation, though I am not certain if there is a difference between micro-segmentation and segmentation itself.

It has helped my organization in terms of minimizing lateral movement within the network, and I can confirm that..”

Erez Gilron

DevOps at My Heritage

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“It's challenging to explain which features of Zscaler Private Access (ZPA) are most valuable because the main client is the IT department in our company, and we, as DevOps, are deploying this solution as infrastructure for them. From our case, and as I'm familiar with this tool, the most value is the VPN connection because it provides access for all company members to data builds in a secure way.

“Zscaler Private Access (ZPA) does an excellent job offering secure remote access to internal applications for our distributed workforce because it provides a granular way to grant access for specific people with specific applications.

“Zscaler Private Access (ZPA) has been very effective in providing operational flexibility during our company's transition to cloud environments, as it helped us significantly, and it was deployed even before we migrated to the cloud itself..”

Eli Grosman

DevOps Engineer at a computer software company with 201-500 employees

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“The base bundle of Zscaler Private Access (ZPA) comes with essential features that depend on client requirements. For secure private access, configuration of client connectors and app connectors on-premises or in the cloud is necessary. Additional features include remote browser isolation capability and secure browser access, which can replace existing Privileged Access Management solutions. DLP capabilities and double encryption ensure the underlying provider cannot strip packets and examine contents.

“I would assess the security level achieved with Zscaler Private Access (ZPA)'s Zero Trust architecture as inherent to the system. The security policies focus on users and applications rather than network-based constructs. It offers configuration levers for ingesting risk from identity and application standpoints, generating a cumulative score that can trigger connection drops when breaching thresholds. These features align with NIST 800-207 principles. The Risk360 view helps assess security policies and rule sets, providing recommendations for policy tightening..”

Tejas Jain

[Read full review](#) 

Principle Cloud Architect at a tech services company with 11-50 employees

“Zscaler Private Access (ZPA) offers many features, including Zero Trust Network Access, which adheres to the principle of "never trust, always verify."

Additionally, it provides application-level access, allowing specification of applications that significantly reduce the risk of lateral movement and eliminate network exposure. There is also the option to create identity-based policies, and since it is a cloud-native architecture, there is no dependency on on-premise or hybrid solutions. In terms of scalability, ZPA supports multi-cloud and hybrid environments while providing a seamless user experience as users connect transparently without the need to launch or manage VPN tunnels, which is a great feature.

“Instead of creating VPN accounts with broad permissions, we now grant vendors access to only one application via Zscaler Private Access (ZPA). This approach makes audits easier, improves security, and gives management confidence that external access is tightly controlled and logged without additional network complexity. This is also the best solution for our audit needs since there is no firewall needed; we use remote access solutions that require and provide least privilege access to users, which helps with risk, compliance, governance, and adheres to the Zero Trust principle.

“Zscaler Private Access (ZPA) positively impacts my organization through application segmentation and access policy management. On a daily basis, I review access policies, onboard new applications, and validate users based on identity and posture solutions. This method is far safer than traditional subnet-based access, aligning with the Zero Trust architecture principle..”

VikasTiwari

Senior Network Engineer at Anthology

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Other Solutions Considered

“I previously used a traditional legacy VPN. I switched because the VPN was too slow and hard to manage at scale, and it created a major security risk by putting users directly on the network..”

BasilJiji

System engineer at a retailer with 10,001+ employees

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“We evaluated other options from Palo Alto and Fortinet, but Zscaler Private Access (ZPA) stood out due to its cloud-native design, global scalability, and true application-level access model, which aligns better with our long-term Zero Trust strategy..”

VikasTiwari

Senior Network Engineer at Anthology

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“I do not remember the name of any other solutions that were considered before implementing Zscaler Private Access (ZPA), but there were several POCs conducted before the company decided on Zscaler Private Access (ZPA)..”

Erez Gilron

DevOps at My Heritage

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“I know we had something before Zscaler Private Access (ZPA) to address similar needs, but I don’t remember the application name. The decision to move to Zscaler Private Access (ZPA) was possibly because it’s more native in the cloud environment and provides us an easier way to get or configure this..”

Eli Grosman

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DevOps Engineer at a computer software company with 201-500 employees

“Previously, we used traditional VPN solutions such as IPsec and SSL VPN, which provided network-level access and posed significant security risks. We switched to ZPA to embrace the Zero Trust approach, reduce the attack surface, and enhance the remote user experience without creating traffic bottlenecks through a centralized VPN gateway..”

VikasTiwari

[Read full review](#) 

Senior Network Engineer at Anthology

“I evaluated Cisco AnyConnect, Palo Alto, and Twingate. I finally chose Zscaler Private Access (ZPA) because it is the most deployed solution and offers the most mature AI-powered application segmentation..”

BasilJiji

System engineer at a retailer with 10,001+ employees

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ROI

Real user quotes about their ROI:

It's difficult to gauge the ROI accurately due to transitioning from a large, all-encompassing contract with Broadcom. While the Zscaler deployment saved us from renewing an expensive Broadcom contract, isolating the financial impact specifically on Zscaler is challenging.

Martin Partridge

Solutions Architect at Direct Line Group

[Read full review](#) 

“I have found Zscaler Private Access (ZPA) to be very effective at providing operational flexibility during my organization's transition to cloud environments..”

Erez Gilron

DevOps at My Heritage

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“The cost associated with Zscaler Private Access (ZPA) depends entirely on the number of users and licenses purchased, and while I have not put an extensive focus on return on investment metrics, it is a good cost model..”

VikasTiwari

Senior Network Engineer at Anthology

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“I have seen a significant return on investment since implementing Zscaler Private Access (ZPA). The ROI is often cited around 289% over the three years of typical enterprises. The key metrics include a 55% reduction in security breach risk and roughly 1.75 million in annual savings on infrastructure and legacy VPN licensing costs..”

BasilJiji

System engineer at a retailer with 10,001+ employees

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Use Case

“For our main use cases for Zscaler Private Access (ZPA), it’s providing us a VPN solution for our clients, connecting to data build resources, and providing them security..”

Eli Grosman

DevOps Engineer at a computer software company with 201-500 employees

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“We are using secure remote access for internal applications, and that's why we are using Zscaler Private Access (ZPA) now. I work with Zscaler Private Access (ZPA). I use it just for the VPN functionality..”

Verified user

Senior IT Specialist Network and Security at a marketing services firm with 201-500 employees

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“The main use cases for Zscaler Private Access (ZPA) include allowing network access. We use it mostly for private laptops and Macs, and we are also using it for communication between EC2s.

I can provide examples of how it has been effective in the organization. We use Zscaler Private Access (ZPA) to control the communication, mostly for the bands and working groups within the organization itself, so we can have complete control of who can access which resources on Amazon..”

Erez Gilron

DevOps at My Heritage

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“My primary use case for Zscaler Private Access (ZPA) is VPN replacement and zero trust access. I use Zscaler Private Access (ZPA) to give authorized users policy-based one-to-one connectivity to specific internal applications in our data center or cloud environments. I also use Zscaler Private Access (ZPA) to secure our hybrid cloud environment. For instance, when a developer needs to access a private staging server used in AWS, they connect directly through the closest Zscaler service edge. This makes the application invisible to the private internet, ensuring only the specialist can reach it..”

BasilJiji

System engineer at a retailer with 10,001+ employees

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“Zscaler Private Access (ZPA) is a Zero Trust Network Access solution. When replacing traditional remote access VPN technology, which is not aligned with NIST 800-207 Zero Trust principles, Zscaler Private Access (ZPA) is the solution. It serves enterprises that prefer not to manage the underlay by installing a client connector agent on end-user machines. It provides access to private applications and SaaS applications remotely when users are traveling while building secure connectivity and ensuring least privilege access to these applications rather than everything within the perimeter..”

Tejas Jain

Principle Cloud Architect at a tech services company with 11-50 employees

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“My primary use case for Zscaler Private Access (ZPA) is securing application-level access to internal applications without exposing the network to the public network. Previously, VPN gave users broad network access, which increased the risk capacity. With ZPA, we follow the Zero Trust principle, allowing users access only to the specific applications they are authorized for, and this dramatically improves security and compliance.

“A strong example of how I use Zscaler Private Access (ZPA) for securing application-level access occurred during a company-wide shift to remote work, as VPN concentrators were overloaded, causing slow connections and outages. After moving critical apps to ZPA, users connected directly through the Zscaler cloud, and consistent performance significantly helped desk VPN ticket drops. Our remote employees can access applications more smoothly, even from different geographies and networks, especially considering the multiple issues faced during COVID-19. This example correlates all those issues where no one could access all those applications and the exposure over the internet was critical. At the time, there were many gaps, and through ZPA, it is easy to configure and provides easy access to all those internal applications with least privilege access..”

VikasTiwari

Senior Network Engineer at Anthology

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

The initial setup was fairly simple, with a rating of seven or eight. However, not all explanations were clear, and the documentation sometimes lacked detail, causing us to pivot around certain issues.

Martin Partridge

Solutions Architect at Direct Line Group

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“Zscaler Private Access (ZPA) is an incredible enabler for modern hybrid work. The initial discovery of legacy applications during setup can sometimes take more time to fine-tune..”

BasilJiji

System engineer at a retailer with 10,001+ employees

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“The setup process is simple if approached appropriately. It involves understanding use cases, reviewing customer feedback, and planning project execution geolocation-wise..”

Reviewer75941

[Read full review](#) 

Consultant at a consultancy with 10,001+ employees

“The biggest impact on my team from Zscaler Private Access (ZPA) is the overhead reduction in timing and monitoring all applications through one GUI base. It is easy to integrate, with no complex configurations required, unlike traditional VPNs, which depend on firewalls and a host of policies. In the current SaaS environment, ZPA offers a good comparison and overview, paired with excellent security and monitoring tools..”

VikasTiwari

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Senior Network Engineer at Anthology

“In terms of the setup, I am using Terraform for it, so it is very straightforward. We are using Infrastructure as Code, so I am not certain if there is an interface that can be improved..”

Erez Gilron

DevOps at My Heritage

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“The deployment process is actually very easy; we manage it with Terraform, so we are deploying the instance, activating it, and it's ready to go.

“After we have the Terraform set up, it takes just minutes to deploy..”

Verified user

DevOps Team Member at a computer software company with 201-500 employees

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Customer Service and Support

Zscaler's customer service is quite good. They were available whenever needed and maintained regular contact with us. Even though achieving perfection is difficult, their support is commendable.

Martin Partridge

Solutions Architect at Direct Line Group

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“The customer support team is very knowledgeable about the ZTNA architecture and Zscaler Trust Portal provides excellent transparency into the health of the global cloud infrastructure..”

BasilJiji

System engineer at a retailer with 10,001+ employees

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“I am not happy with the technical support from Zscaler Private Access (ZPA), particularly in India, where reachability is an issue with salespersons. Sometimes we need to reach a salesperson to get issues resolved, especially for mobile problems we're still facing. We lack specific root causes, and it's tough to relay information to users, considering multiple contributors such as phone numbers and internet service providers. We need more visibility on what problems users are facing with reachability.

“I would rate technical support six points out of ten..”

Verified user

Senior IT Specialist Network and Security at a marketing services firm with 201-500 employees

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Other Advice

“I have worked with Zscaler Private Access (ZPA) and Palo Alto as an enterprise security architect across multiple client engagements as part of network security implementations. I have also worked with competitors including [Cloudflare](#). As we were partners, we received preferential access to support. I rate this solution 9 out of 10..”

Tejas Jain

Principle Cloud Architect at a tech services company with 11-50 employees

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“I do not use the micro-segmentation feature.

“I'm not exposed to the pricing, so I cannot give feedback on that as I'm just a technical DevOps person deploying it.

“Zscaler has helped to manage complexity and cost compared to traditional network architecture.

“On a scale of 1-10, I rate Zscaler Private Access (ZPA) a 9..”

Verified user

DevOps Team Member at a computer software company with 201-500 employees

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“My advice to others considering Zscaler Private Access (ZPA) is to invest time in application segmentation and identity integrations. ZPA yields the best results when applications are well-classified, and access policies are clearly defined.

Additionally, training your operational team early will help them fully leverage the troubleshooting and monitoring capabilities available. The company also provides premium solutions on the TAC side, capable of responding within two to five minutes based on ticket severity levels.

“Zscaler Private Access (ZPA) is a mature, enterprise-grade Zero Trust solution that delivers security and operational benefits. It is a great solution and ranks highly in Gartner reports. Recently, I have noticed some shifts in its standing on these reports and some downsides, possibly due to cost issues, so it is vital to ensure all aspects align with licensing costs. I gave this solution a rating of nine out of ten..”

VikasTiwari

Senior Network Engineer at Anthology

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“Regarding the micro-segmentation feature of Zscaler Private Access (ZPA), I can explain less, and I think the IT team who are managing it can explain better.

“I don't know how Zscaler Private Access (ZPA) has helped minimize lateral movement within our network because I don't know how to measure this reduction.

“Since implementing Zscaler Private Access (ZPA), I've not noticed any changes in the visibility or monitoring of user access patterns because it's not part of our responsibility. We deploy it, and the IT team is configuring and monitoring it, fixing issues if it's working or not.

“I'm not familiar with all benefits from using Zscaler Private Access (ZPA) that I haven't discussed, as I am only familiar with the VPN-related functionality and the segmentation which provides granular security access for the clients.

“I rate Zscaler Private Access (ZPA) eight out of ten..”

Eli Grosman

DevOps Engineer at a computer software company with 201-500 employees

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“Zscaler Private Access (ZPA) is a cloud-native service hosted on Zscaler's global cloud platform, which has over 150 points of presence. I use lightweight app connectors hosted in our own private data centers and public cloud like [AWS](#) or [Azure](#) to create secure inside-out connections to our applications. I use majorly the AWS one.

I purchased Zscaler Private Access (ZPA) through the [AWS Marketplace](#), which allows me to simplify procurement, consolidate billing, and apply my Zscaler spend towards existing cloud commitments.

I would advise those looking into Zscaler Private Access (ZPA) to use the AI-

powered app segmentation to automatically discover your applications. This feature saves a massive amount of manual configuration time and helps build granular access policies much faster.

My company relies on Zscaler Private Access (ZPA)'s cloud-native architecture to protect our private applications and sensitive data.

I give Zscaler Private Access (ZPA) a rating of 9 out of 10..”

BasilJiji

System engineer at a retailer with 10,001+ employees

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“I am not using [AWS Backup](#) anymore since we spoke almost two years ago. I have a backup solution managed by another team, and there's a discussion about [AWS](#) for backup. I am responsible for the IT security part only.

“I do not work with popular vendors such as Palo Alto or Fortinet, as my primary domain is Check Point, and it's all about security. I use Check Point for this purpose. I do not work with the product [ZoneAlarm](#). We use only a specific firewall from Check Point and utilize only the firewall. We are not using [Check Point CloudGuard Web Application Firewall](#); we are using a normal firewall, the Firewall as a gateway. The name of the product is Check Point Firewall Gateway.

“I am not using a web gateway. We do not use products such as [Harmony](#) or [Harmony](#) Browse. I am using a VPN from Cisco for endpoint protection. I am not using the cloud firewall from Zscaler Private Access (ZPA). I am not working with [Zscaler B2B](#) or [ZTNA](#) as a service.

“From a troubleshooting perspective, we face an issue with iPhones affecting about 10% of users. Even when we provide logs, they are not able to figure out what exactly is happening. It's not possible for users to collect logs each time, and this is a peculiar problem happening with 10 to 15 users.

“The operational flexibility is very effective; there are no problems, and I did not have any issues with that. The solution is affordable, but there are other parts that could add much more information, which may not be useful for us at the moment, making it a bit expensive. There is also a China-specific solution, which is really expensive.

“I agree to share my details with the Zscaler vendor. I do not want to be a reference for Zscaler Private Access (ZPA).

“On a scale of 1-10, I rate this solution a 9..”

Verified user

Senior IT Specialist Network and Security at a marketing services firm with 201-500 employees

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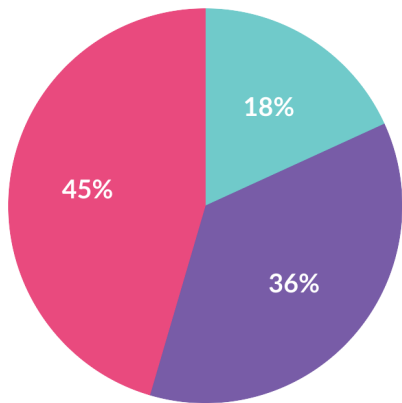
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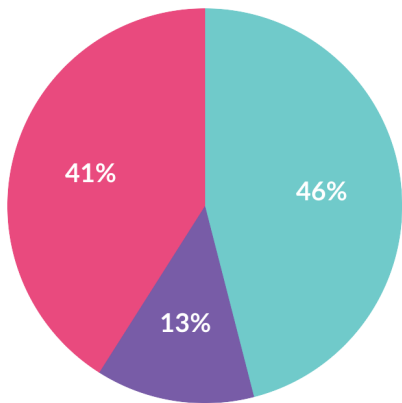


Company Size

by reviewers



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Large Enterprise Midsize Enterprise Small Business

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