aws marketplace

Zscaler Zero Trust Exchange Platform

Reviews, tips, and advice from real users

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Product Recap

Zscaler Zero Trust Exchange Platform

Zscaler Zero Trust Exchange Platform Recap

Zscaler Zero Trust Exchange enhances security with seamless cloud-based connectivity and VPN-less operation, offering integration with multiple identity providers and advanced security features, suitable for remote work environments.

Zscaler Zero Trust Exchange provides secure, adaptive connectivity without traditional VPNs, allowing organizations to replace legacy systems and bolster remote work security. The platform offers cloud-based protection, single sign-on, dynamic URL categorization, and scalable solutions. While advanced security features like DLP and threat protection enhance data protection, users may face issues with speed, connectivity, and some customization options. Integration challenges, latency due to multi-tenant hosting, reporting delays, and licensing costs require consideration. It supports secure internet access and private application security, ensuring traffic control and data compliance.

What are the key features of Zscaler Zero Trust Exchange?

- VPN-less Connectivity: Enables secure remote access without traditional VPNs.
- Cloud-based Security: Offers scalable protection utilizing cloud infrastructure.
- Single Sign-On: Integrates with multiple identity providers for streamlined access.
- Dynamic URL Categorization: Provides real-time URL filtering to enhance security.
- Advanced Threat Protection: Detects and mitigates sophisticated threats effectively.
- Customizable Policies: Allows tailored security protocols to fit unique requirements.
- Comprehensive DLP: Protects sensitive data through robust data loss prevention.
- Integration Capabilities: Connects seamlessly with cloud services and applications.

What are the benefits of using Zscaler Zero Trust Exchange?

- Enhanced Security: Delivers consistent protection regardless of user location.
- Improved Compliance: Ensures adherence to data protection regulations.
- Streamlined Access: Simplifies connectivity to private and cloud applications.
- Scalability: Supports expanding organizational demands with cloud scalability.
- Real-time Visibility: Provides instant insights into security incidents and network traffic.

Zscaler Zero Trust Exchange is deployed across industries to secure remote access and enforce zero trust principles. Organizations in finance, healthcare, and technology sectors utilize it for secure internet access and visibility into cloud applications, enhancing performance and compliance in dynamic environments.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "Overall, Zscaler Zero Trust Exchange Platform, especially Zscaler Private Access, has been a strong and reliable solution for enabling secure access without any need for traditional VPNs."

Vibin Thomas

Technical Team Lead - Content Security at Valuepoint Systems

- "Subsequently, after this, there is a huge reduction, as the vulnerabilities, especially the security bugs that were coming prior to Zscaler Zero Trust Exchange Platform, were about 20,000 to 22,000 and have come down more than 40 percent, which is definitely an advantage over the previous product."

Zaheer_Khan

Cybersecurity Senior Program Manager at Dayforce

- "From a cost perspective, I would say fair market value, and then from an efficiency perspective, I notice a very good user experience, which is easy to use with Zscaler Zero Trust Exchange Platform."

Validated user

Manager, Software Development at a outsourcing company with 201-500 employees

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"The solution is cloud-based with the latest inspection engines, which I find to be amazing."

Sumit Bhanwala

architect at Tata Consultancy

"The platform offers advanced threat protection features and embedded AI/ML capabilities, making it more proactive in blocking threats."

TarunKumar5

Lead Engineer at FIS Global

"The most valuable features of Zscaler SASE include web filtering, application control, and the private access configuration."

DeepakBhaskaran

AGM IT Security at Prestige Estates Projects Ltd

"The customer service and support are very good."

Pankaj-Mishra

Senior IT Security Engineer at Mahindra Group

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What users had to say about valuable features:

"We utilize a shared security VPN for users to establish a connection between their devices and the Zscaler Cloud, enabling them to access the office network. This secure connection allows users to connect to the Zscaler VPN and access the resources on the office network, making it a highly valuable component of our system.."

Validated user
IT Consultant at a financial services firm with 10,001+ employees

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"I find it to be good. The solution is cloud-based with the latest inspection engines, which I find to be amazing. We are less dependent on data centers and device management, which reduces our efforts significantly.

It improves our device management, data center management, and updating devices. We need fewer engineers for this management, and it reduces time and efforts for data center management, device upgrades, and IT support.."

Sumit Bhanwala
architect at Tata Consultancy

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The benefit is the accessibility. When we were using Cisco, especially when we were focusing on VPN, we had multiple issues. Even with the login, we also had an issue. Since we started using Zscaler Zero Trust Exchange Platform, it has auto-configuration, and wherever we have deployed the auto-configuration, we have not encountered any problem. The company is not looking for any specific change or transition from Zscaler Zero Trust Exchange Platform to a different product. Even during deployment, the referral responses were quite appropriate. That is the reason why we have a preference, and I still rate it as good to go.

The deployment is already progressing. We completed deployment last month. ."

Zaheer_Khan
Cybersecurity Senior Program Manager at Dayforce

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"I would say we have excellent account management, smooth marketplace engagement, and processing in how my team or organization uses Zscaler Zero Trust Exchange Platform, even from a procurement or high-level perspective.

"From a cost perspective, I would say fair market value, and then from an efficiency perspective, I notice a very good user experience, which is easy to use with Zscaler Zero Trust Exchange Platform.

"When I say very good user experience, I have received feedback from my internal stakeholders that makes it easy to use, just very simple and intuitive.."

Validated user
Manager, Software Development at a outsourcing company with 201-500 employees

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"The platform offers advanced threat protection features and embedded AI/ML capabilities, making it more proactive in blocking threats. We can create different types of controls such as access controls, file type controls, and cloud app controls to manage user access.

"The solution is beneficial for remote work environments by providing extra security features that VDI cannot provide.

"Data loss prevention features are available, particularly network data loss prevention. We can create various regex and other rules in Zscaler DLP.

"The platform saves workforce hours and integrates with various tools and technologies, which has increased our security posture. We can integrate with SIEM, our AV platform, XDR, and EDR.."

TarunKumar5
Lead Engineer at FIS Global

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"Some of the best features of Zscaler Zero Trust Exchange Platform are centered around security, user experience, and the simplicity of deployment. One key feature is Zero Trust access, where users receive access to only specific applications instead of the full network, which significantly reduces the attack surface. Another important feature is the use of app connectors, which establish outbound connections only, so there is no need to expose internal applications to the internet, improving the overall security posture. Zscaler Private Access also provides identity-based access control where access decisions are based on user identity, device posture, and policies rather than IP address. From a user experience perspective, one of the best features is seamless access without VPN, removing the need for manual connections and improving performance. Additionally, it offers application segmentation for granular access control, scalability through cloud-native architecture, and integration with identity providers such as Active Directory and Azure AD. These features deliver secure, fast, and user-friendly access to internal applications.

"A significant improvement in user experience occurred after moving from traditional VPN to Zscaler Private Access. Initially with VPN, users faced issues including slow connectivity, especially during peak hours, full network access which increased security risk, frequent VPN disconnects, and login delays. After implementing Zscaler Private Access, the feedback was largely positive. Users experienced faster and more stable access to applications since the traffic is routed directly to the application instead of the entire network, eliminating the need to manually connect to the VPN. Access became seamless in the background, improving overall security as users could access only specific applications rather than the full network. From an IT and security perspective, there was a reduced attack surface, better visibility, and controlled use based on user identity, as well as fewer support tickets related to connectivity issues. The transition improved both user experience and security posture, and adoption was smooth after initial onboarding.."

Vibin Thomas
Technical Team Lead - Content Security at Valuepoint Systems

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Other Solutions Considered

"I used Websense before, but Zscaler maintains consistent policies whether users are in the office, at home, or in public places, offering a more convenient experience.."

Validated user
IT Consultant at a financial services firm with 10,001+ employees

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"When we conducted assessments, Cisco and Microsoft were also considered. However, at that time, Cisco was in the initial stages of developing their solution, and Microsoft had just released their web security gateway.."

Maksym Toporkov
Head of Research And Development at Quipu GmbH

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"Before implementing Zscaler Private Access, the primary solution for remote access was traditional VPN. While VPN provided connectivity, it had several limitations. Users received full network access, which increased the risk of lateral movement and security exposure. There were also issues with slow performance, frequent disconnects, and scalability challenges, especially during peak usage. The main reason for switching to Zscaler Private Access was to move toward a Zero Trust architecture where access is granted based on user identity and application-level policies rather than network-level access. With Zscaler Private Access, the need for VPN was eliminated, access was restricted to only specific applications instead of the entire network, and both security and user experience were improved. Overall, the shift was driven by the need for better security, scalability, and seamless user access, which Zscaler Private Access effectively addressed.."

Vibin Thomas
Technical Team Lead - Content Security at Valuepoint Systems

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I have been working with Cisco XDR and Cisco Secure Access. We were using Cisco XDR and Cisco as an endpoint security, especially on VPN. Recently, we have moved from Cisco, and we have gone to Zscaler Zero Trust Exchange Platform. Currently, we are using Zscaler Zero Trust Exchange Platform. Cisco was decommissioned in late 2024, and early 2025, we moved to Zscaler Zero Trust Exchange Platform.

I used Trend Micro sometime in 2022. We were using CrowdStrike until 2024. We replaced it with Prisma. The reason we made the replacement from Prisma to Wiz is because of the cost. I can tell that it is a saving of about half a million dollars a year. ."

Zaheer_Khan
Cybersecurity Senior Program Manager at Dayforce

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"Before choosing Zscaler, a few other options in the market were evaluated. Some of the key solutions reviewed included Palo Alto Prisma Access and Netskope Private Access, in addition to some traditional VPN-based solutions. During the evaluation, factors were focused on including ease of deployment and scalability, user experience, granularity of access control, and overall Zero Trust capabilities. Zscaler stood out mainly because of its cloud-native architecture and maturity in Zscaler Zero Trust implementation, especially for Zscaler Private Access. It provided true application-level segmentation, which offered a seamless user experience without a VPN, had strong integration with identity providers, and was relatively simpler to deploy and manage at scale. While other solutions were strong, Zscaler provided a better balance of security, performance, and operational simplicity, making it the preferred choice.."

Vibin Thomas
Technical Team Lead - Content Security at Valuepoint Systems

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I have been working with Cisco XDR and Cisco Secure Access. We were using Cisco XDR and Cisco as an endpoint security, especially on VPN. Recently, we have moved from Cisco, and we have gone to Zscaler Zero Trust Exchange Platform. Currently, we are using Zscaler Zero Trust Exchange Platform. Cisco was decommissioned in late 2024, and early 2025, we moved to Zscaler Zero Trust Exchange Platform.

I used Trend Micro sometime in 2022. We were using CrowdStrike until 2024. We replaced it with Prisma. The reason we made the replacement from Prisma to Wiz is because of the cost. I can tell that it is a saving of about half a million dollars a year. ."

Zaheer_Khan
Cybersecurity Senior Program Manager at Dayforce

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ROI

Real user quotes about their ROI:

I see return on investment here. When I see that I am trying to cut costs, for example, even when replacing Prisma, we have managed to save about over half a million dollars a year. I can see some of our own products where Zscaler Zero Trust Exchange Platform has been deployed, and I can say over 50,000 US dollars I am able to save a month as compared to the other products. Definitely I will consider this as ROI.

Zaheer_Khan
Cybersecurity Senior Program Manager at Dayforce

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"The platform is cost-effective regarding overall benefits. We don't have to purchase many components such as load balancers and proxy servers that were necessary in traditional setups. Being a cloud platform, many aspects are managed by the cloud, making it more beneficial.."

TarunKumar5
Lead Engineer at FIS Global

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"When I look back two or three years, I feel it's worth it. The product has been good for our infrastructure and has positively changed our user experience.

However, in the current scenario, we need to think more strategically and consider integrating other services like private access, DLP, CASB, etc.."

Pankaj-Mishra
Senior IT Security Engineer at Mahindra Group

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"There is definitely an ROI. Before I joined my current company, it was implemented about a year and a half ago, and it significantly reduced noise and improved team visibility. The SOC has always been satisfied with its performance.

So, I believe there has been a good return on investment compared to my company's previous solution, Fortinet, which wasn't very effective. We are very happy with Zscaler.."

Validated user
Head of Cyber Defence at a financial services firm with 1,001-5,000 employees

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"A positive return on investment has been realized after implementing Zscaler Private Access. One of the most noticeable improvements was in reduced support effort. A clear drop in VPN-related help desk tickets occurred, especially around connectivity and login issues, which saved significant troubleshooting time for the support team. In terms of time savings, since users no longer manually connect to the VPN, access became seamless, improving user productivity, especially for remote users. From an infrastructure perspective, the need to maintain and scale traditional VPN hardware was eliminated, which reduced both costs and operational overhead. In measurable terms, approximately thirty-five to forty-five percent reduction in connectivity-related support tickets was observed, along with faster issue resolution due to better visibility and improved user productivity due to stable and direct application access. Overall, the platform helped save time, reduce operational effort, and improve security, all contributing to a strong return on investment.."

Vibin Thomas
Technical Team Lead - Content Security at Valuepoint Systems

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Use Case

"We are not resellers. We are utilizing it. We come from consulting firms, providing it to customers along with services, operational support, implementation support, and more. It involves various users in our organization.."

Sumit Bhanwala
architect at Tata Consultancy

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"In terms of our main use cases, the Zscaler Zero Trust Exchange Platform was typically introduced to replace our traditional VPN methods, and Zscaler Internet Access was used for secure internet access for all users.."

TarunKumar5
Lead Engineer at FIS Global

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"It ensures a secure online environment for our users, irrespective of their location. By routing all internet traffic through the Zscaler Cloud, users can browse safely, shielded from malicious content. Whether connected from the office or home network, Zscaler enforces our defined policies consistently.

Using ZPA VPN users can connect to internal Network in secured way. ."

Validated user
IT Consultant at a financial services firm with 10,001+ employees

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"We primarily use Zscaler SASE as a web filter to have secure internet connectivity for all our endpoints, users, and branch offices. The agent installed on all endpoints controls individual internet access, ensuring that only approved sites and applications are available for end users. It also blocks access to any website identified as a threat or security-compromised. Additionally, it is used to enable zero trust network configuration, allowing users from their homes to connect to Zscaler Zero Trust network using Zscaler private access component.."

DeepakBhaskaran
AGM IT Security at Prestige Estates Projects Ltd

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"Zscaler Zero Trust Exchange Platform is used to provide secure internet access and Zero Trust based application access for enterprise users, especially in the banking sector. The platform enforces security policies for outbound internet traffic, including URL filtering, SSL inspection, threat prevention, and Zscaler Private Access to provide secure, VPN-less access to internal applications. Instead of using traditional VPN, applications were segmented and published through Zscaler. Access is granted based on user identity and device posture, allowing users to access only specific applications rather than the full network.."

Vibin Thomas
Technical Team Lead - Content Security at Valuepoint Systems

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I work with Zscaler Zero Trust Exchange Platform as a user. We are an HCM company, and we wanted to utilize it as a user because it is our own product company. We have been developing the customer product because the HCM product is focusing on workforce management and payroll. We have been trying to use it as a user itself, not for deployment for different companies.

If we speak about the use cases for Zscaler Zero Trust Exchange Platform, I can use the product for various purposes, not just one. There are multiple use cases because it is basically the HCM product. We have a huge database of customers, and it has a different case-to-case basis. Our model for deployment was huge with multiple use cases. In this case, it is very difficult for me to specify or identify one particular use case. I just log in with SSO and make sure that Zscaler Zero Trust Exchange Platform is able to protect it appropriately. It is not one use case; it is multiple business models we have deployed. ."

Zaheer_Khan
Cybersecurity Senior Program Manager at Dayforce

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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.

Zscaler Zero Trust Exchange Platform is very easy to deploy with no complication. We did our implementation in-house. We have our own team and our own security team, and it was being assisted by Zscaler Zero Trust Exchange Platform directly. We did not engage any vendor.

Zaheer_Khan

Cybersecurity Senior Program Manager at Dayforce

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"The initial setup process was time-consuming and encountered issues, particularly with logs. Although I wasn't present during the setup, it has been reported that significant time and numerous challenges were involved. On a scale of one to ten, I would rate it five.."

Validated user

IT Consultant at a financial services firm with 10,001+ employees

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"The initial setup was somewhat complex due to the need to review and tweak the network configuration, particularly for legacy networks. However, these challenges were resolved through collaboration with multiple vendors and internal teams.."

DeepakBhaskaran
AGM IT Security at Prestige Estates Projects Ltd

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"The engineering team sets up the tool. We use the tool to analyze user behavior during incidents. We can see whether URLs accessed by the users were approved by the organization.."

Likhith Varma
Senior Security Analyst at Areté Associates, Inc.

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"I would rate the initial setup an eight out of ten. Our organization implements the setup operations and transitions of Zscaler DLP for each customer. Rarely the deployment team of our company has faced some challenges, but it has been due to the unique customer environments, server placements and connection requirements. About 95% of the deployments have been carried out in our organization without any obstacles. Our organization always deploys Zscaler DLP on the cloud. ."

Validated user

Read full review

Security Architect at a computer software company with 501-1,000 employees

"One additional aspect to highlight is the ease of deployment and scalability that Zscaler Private Access provides. Since Zscaler Private Access works on the outbound connection model using app connectors, there was no need to open any inbound ports or make major changes to the existing infrastructure. This made the deployment much faster and more secure compared to traditional solutions. Another important aspect is the tight integration with identity providers such as Active Directory or Azure AD, allowing for the enforcement of consistent identity-based access policies across users. From an operational perspective, Zscaler Private Access provides good visibility and logging, which helps in quickly troubleshooting issues and understanding user access patterns. Beyond just security, it also simplified operations and reduced the complexity of managing remote access.."

Vibin Thomas

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Technical Team Lead - Content Security at Valuepoint Systems

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Customer Service and Support

"Customer service is good, you could say. I would rate it a nine out of ten. Sometimes, support takes time since the solution has some bugs that need fixing.."

Sumit Bhanwala
architect at Tata Consultancy

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"Technical support is good. When we raise an incident, the team provides support immediately. Support depends on whether we have a normal license or a premium one.."

Bhupendra Nayak
Cyber Security Consultant at Confidential

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"Customer service and support have been excellent. We typically raise a call via email or using a portal, and the support we receive is very seamless and timely within the SLA. They have been very supportive and provided the necessary solutions and clarifications.."

DeepakBhaskaran
AGM IT Security at Prestige Estates Projects Ltd

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"The customer support team has been responsive enough to our organization's queries in Qatar. In our company, we had to reach out for customer support on very few occasions. I would rate the tech support an eight out of ten. ."

Validated user
Security Architect at a computer software company with 501-1,000 employees

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Zscaler Zero Trust Exchange Platform support is good. We have managed to find 24/7 support region-wise. We have North America, we have Asia Pacific region, Japan, China, New Zealand, and Australia. We managed to identify the 24/7 support. They have provided the numbers and contact supports, and it is almost immediate. I would rate support from Zscaler Zero Trust Exchange Platform from zero to ten points, with ten being the best. I can say seven to eight.

Zaheer_Khan
Cybersecurity Senior Program Manager at Dayforce

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"The experience with Zscaler customer support has been good, especially for enterprise-level support. Multiple support cases have been raised mainly around policy behavior, access issues, and initial deployment troubleshooting. In most cases, the response time has been within SLA. The support engineers are technically knowledgeable, particularly for Zscaler Private Access related issues, providing clear guidance and documentation for troubleshooting. For critical issues, the escalation process works well, and timely support is received when needed. In some complex scenarios, troubleshooting can take longer, especially when it involves multiple components such as identity providers or connectors, but overall, the support experience has been reliable.

"I would rate the customer support eight out of ten. The main reason is that the support team is technically strong, responsive within SLA, and helpful during troubleshooting, particularly for Zscaler Private Access related issues. However, in some complex scenarios involving multiple integrations, the resolution time can be slightly longer, which is why the rating remains at eight rather than a full ten.."

Vibin Thomas
Technical Team Lead - Content Security at Valuepoint Systems

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Other Advice

"The Zscaler Zero Trust Exchange Platform is the industry's first zero-trust SaaS built on an AI platform. The platform deserves a rating of 9 out of 10 due to its extensive features and ease of administration.."

TarunKumar5
Lead Engineer at FIS Global

Read full review

"All three features—secure remote access, user authentication, and data protection—stand out to me from my experience in procurement. I advise others looking into using Zscaler Zero Trust Exchange Platform to give it a try. I provided this review with an overall rating of seven.."

Validated user
Manager, Software Development at a outsourcing company with 201-500 employees

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"I would recommend anyone contemplating this product to carefully consider it. They can evaluate and explore the solution by taking a demo to better understand the technology. Once satisfied with the demo, they can proceed with rolling out the solution. Overall, I would rate it eight out of ten.."

Validated user
IT Consultant at a financial services firm with 10,001+ employees

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"For companies that have operations across the globe, it's crucial for them to have the same set of data security controls and measures across all locations; Zscaler DLP helps in such implementations. For instance, if there are certain enforcement policies or data security norms implemented for the headquarters of an organization, Zscaler DLP allows a professional to just copy the implemented policies of one location to another, irrespective of the site members or users. Overall, I would rate the solution an eight out of ten. I would advise others to perform due diligence before directly adopting the product, but just because the product is the market leader doesn't mean it will fit perfectly into every environment. I always analyze the customer's requirements and existing environment before proposing the best solution. If integrating Zscaler DLP into a Palo Alto environment will create difficulties, then it's better to choose a solution from Palo Alto. ."

Validated user
Security Architect at a computer software company with 501-1,000 employees

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"The recommendation would be to start with a clear understanding of the existing application architecture and user access patterns before implementing Zscaler

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Zero Trust Exchange Platform, especially Zscaler Private Access. A phased rollout is strongly recommended, starting with a few critical applications and a small group of users, monitoring the behavior, and then gradually expanding. This helps identify any policy gaps or access issues early on. Proper integrations with identity providers such as Azure AD or Okta are very important, as Zscaler Private Access relies heavily on identity-based access. Another key point is to invest time in policy design. Defining application segments and access policies correctly will make a huge difference in long-term stability and user experience. Continuous monitoring and tuning based on logs and user feedback are essential to fully optimize the solution.

"Overall, Zscaler Zero Trust Exchange Platform, especially Zscaler Private Access, has been a strong and reliable solution for enabling secure access without any need for traditional VPNs. It has significantly improved both security posture and user experience in deployments. The platform is scalable, easy to manage once properly configured, and aligns well with modern Zero Trust principles. From this experience, with proper planning and policy design, it delivers great value to an organization. There is still room for improvement in areas such as user interface simplicity and faster resolution for complex cases, but overall, it is a very solid and mature solution. I would rate this review nine out of ten.."

Vibin Thomas
Technical Team Lead - Content Security at Valuepoint Systems

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Zscaler Zero Trust Exchange Platform's SSL Inspection feature helps to improve security. The threat intelligence capability is true and important. When we are scanning all our applications, especially focusing on application security, we are using the product Invicti. While we are doing vulnerability management prior to Zscaler Zero Trust Exchange Platform and this SSL Inspection feature, subsequently what we have noticed is that the vulnerabilities, especially the security bugs that were coming prior to Zscaler Zero Trust Exchange Platform, were about 20,000 to 22,000. Subsequently, after this, there is a huge reduction. It

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has come down more than 40 percent. That is definitely an advantage over the previous product.

It helps for the remote workforce. Ours is 100 percent remote. All the accesses have definitely improved because we are also using an SSO platform. Subsequently, what we have been noticing with this feature is the security. My job is to ensure that security is scanned from across the cloud region, across application security, and across on-premises. With this deployment, I have seen the security being in absolute control. We have not seen any incident being reported for the past one year.

"We are not getting into too many details internally for metrics, except for the scanning and the results that we have been monitoring. I would rate this review eight out of ten. ."

Zaheer_Khan
Cybersecurity Senior Program Manager at Dayforce

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Company Size

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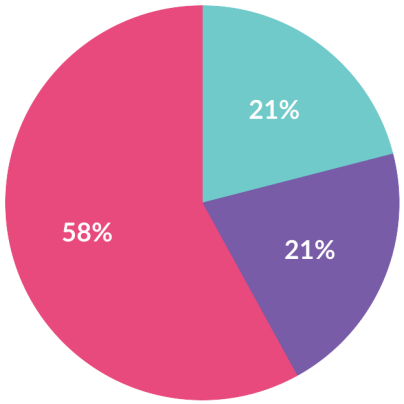

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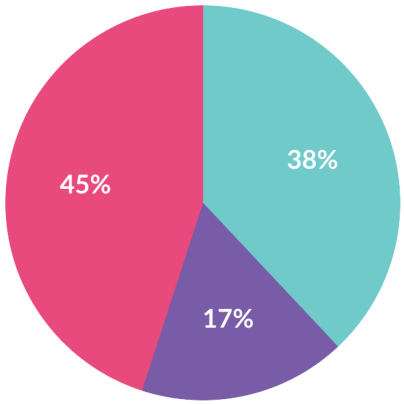

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