

SKU Features

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Zscaler Internet Access (ZIA) SKU (Features in **Blue** are new for FY 24')

- **ZIA Transformation Edition**: Annual subscription to Zscaler Internet Access cloud platform, including content filtering + inline AV + standard firewall + SSL inspection + Discovery of web applications + Mobile controls & reporting + File Type control + NSS + Cloud App Control + Tenancy restrictions + DNS Control + Advanced Threat Protection (ATP) + Bandwidth Control + SSL Inspection Private Certificate + **Correlated Threat Insights** + Data Protection Standard (In-line Web - Monitor mode and 2 custom dictionaries, 1 App for SaaS API) + ZDX Standard + **1 GB per user for any unauthenticated traffic to/from workloads, IoT and others** + Sandbox Advanced + Firewall Advanced + **ZS User Premium DC Access** + User Risk based policy + NSS Log Recovery + Isolation Standard (100 MB per user, isolation data usage measured at the tenant level) + Encrypted VPN + **ZIA Private Service Edge - Virtual (2 units + additional 2 units per 10,000 users, max: 8 units) + 1.5 GB per user for any unauthenticated traffic to/from workloads, IoT and others + 10 TB of one-time retro scan for SaaS API**

Zscaler Private Access (ZPA) SKU (Features in **Blue** are new for FY 24')

- **Zscaler Private Access (ZPA) Business Edition**: Annual subscription to Zscaler Essentials Editions features include core ZPA Platform, SAML authentication and SCIM provisioning support, Secure Private application access, Zscaler Client Connector, Application and Server discovery, Standard Device Posture enforcement, up to 10 App Segments included, up to 20 pairs of App Connectors included and Multiple IdP, Log Streaming Service, Source IP Anchoring, Annual subscription to Zscaler Essentials Editions features include core ZPA Platform, SAML authentication and SCIM provisioning support, Secure Private application access, Zscaler Client Connector, Application and Server discovery, Standard Device Posture enforcement, up to 10 App Segments included, up to 20 pairs of App Connectors included and Multiple IdP, Log Streaming Service, Source IP Anchoring, + **Health Monitoring** + User-to-application segmentation (**up to 500 application segmentation**), up to 50 pairs of app connectors, campus segmentation - **1 pair of ZPA pvt svc edge** included for every 5,000 users, max 5), Enterprise integrations (Health Monitoring) and ZDX Standard, Clientless access essentials (User Portal, Browser-based access, RDP/SSH/VNC for upto 10 systems per ZPA tenant (includes up to 250 MB per user - pooled across all users)

Zscaler Data Loss Prevention SKU's Cont.

- **Data Protection Advanced**: Annual subscription to inline Data Loss Prevention and OOB CASB for All cloud applications, Includes SaaS Posture Management, 1 TB per 1000 users of historical data scanning; and unlimited forward data scanning for OOB CASB; Data Loss Prevention for BYOD devices, 50 MB of isolation data per month, usable only for unmanaged Assets. Because Zscaler sits in-line and has full SSL inspection, you can create company policy to enforce and block traffic consisting of credit card info, SSN, proprietary code etc. Cloud app controls / in-line CASB consists of policies for cloud applications like Dropbox. Users can view but not download. Some can't view anything. Some can download but not upload etc.

Support

Zscaler Support-at-a-Glance	Standard	Premium	Premium Plus	Premium Plus 16	Premium Plus 24
Business Hours Access 8 x 5	✓	✓	✓	✓	✓
Access 24 x 7 x 365	—	✓	✓	✓	✓
Phone / Web Portal / Admin Console / Chat Bot	✓	✓	✓	✓	✓
Online Training, User Guides, Knowledge Base	✓	✓	✓	✓	✓
Support Experience Level	Technical Support Engineer (Pool)	Technical Support Engineer (Pool)	Sr Technical Support Engineer (Pool)	Sr Technical Support Engineer (Pool)	Sr Technical Support Engineer (Pool)
TAM Engagement	—	—	Consulting, troubleshooting, and weekly operational review	Consulting, troubleshooting, and weekly operational review	Consulting, troubleshooting, and weekly operational review
TAM Coverage	—	—	1 time zone during working hours (8x5) For example, US only	2 times zone during working hours(16x5) For example, US & Europe	24x5 working hours
SLA GOALS					
P1 Response	2 hrs	30 min	15 min	15 min	15 min
P2 Response	4 hrs	1 hr	30 min	30 min	30 min
P3 Response	12 hrs	3 hrs	2 hrs	2 hrs	2 hrs
P4 Response	48 hrs	4 hrs	4 hrs	4 hrs	4 hrs

Zscaler Rollout in 4 steps

1

Authentication –
Authentication Team

Identity Providers (SAML)



Configure SAML
2.0

2

Client & App
Connectors –
EndPoint & Server
Team

App on User Devices



Install agent on test
user devices

3

IPSEC Tunnel for
API Integration –
Networking Team

SD-WAN/ Firewall/ Edge Router

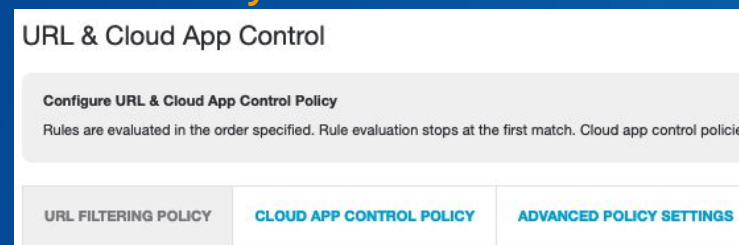


Create tunnel from a
location like Branch
Office

4

Policy Configuration
Sec Team (Prod) &
Chet Team (POV)

Policy on Zscaler GUI



Create Policies
(ie. IDS/IPS, Firewall, URL, SSL,
etc)



Allied Global's
Dedicated Account
Team



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Thank you