Zscaler Internet Access

AI-powered protection everywhere for all users, all apps, all locations

DATASHEET

Zscaler Internet Access™ defines safe, fast internet and SaaS access with the industry's most comprehensive and dependable zero trust platform.

Legacy network security has become ineffective in a cloud- and mobile-first world

Legacy hub-and-spoke architectures were effective when users were located primarily at headquarters or in a branch office, applications resided solely in the corporate data center, and your attack surface was limited to what your organization sanctioned. Today, we live in a drastically different world, with a threat landscape in which ransomware, encrypted threats, supply chain attacks, and other advanced threats break through legacy network defenses. It's time to find a cloud native security solution that holistically reduces risk and complexity while enabling flexibility to help drive business initiatives forward.

Zscaler Internet Access

Securing today's cloud- and mobile-first enterprise requires a fundamentally different approach built on zero trust. Zscaler Internet Access, part of the Zscaler Zero Trust Exchange™, is the world's most deployed security service edge (SSE) platform, built on a decade of secure web gateway leadership.

Delivered as a scalable and resilient SaaS cloud security platform, ZIA eliminates legacy network security solutions to stop advanced attacks and prevent data loss with a comprehensive zero trust approach, offering:

Best-in-class, consistent security for today's hybrid workforce: When you move security to the cloud, all users, apps, devices, and locations get always-on threat protection based on identity and context. Your security policy goes everywhere your users go.

Lightning-fast access with zero infrastructure: Direct-to-cloud architecture ensures a fast, seamless user experience. This eliminates backhauling, improves performance and user experience, and simplifies network administration—with no physical infrastructure required.

AI-powered protection from the world's largest security cloud: Inline inspection of all internet and SaaS traffic, including SSL decryption, with a suite of AI-powered cloud security services to stop ransomware, phishing, zero-day malware, and advanced attacks based on threat intelligence from 500 trillion daily signals.

Simplified management: Using a cloud native security solution infused with AI, less hardware to manage, automation to streamline workflows, and business-focused policy creation frees up valuable time for your team to focus on strategic goals.

Integrated, AI-powered security and data protection services

Zscaler Internet Access includes a comprehensive suite of AI-powered security and data protection services to help you stop cyberattacks and data loss. As a fully cloud-delivered SaaS solution, you can add new capabilities without any additional hardware or lengthy deployment cycles. The modules available as part of Zscaler Internet Access are:

- **Cloud Secure Web Gateway (SWG):** Deliver a safe, fast web experience that eliminates ransomware, malware, and other advanced attacks with real-time, AI-powered analysis and URL filtering.
- **Cloud Access Security Broker (CASB):** Secure cloud apps with integrated CASB to protect data, stop threats, and ensure compliance across your SaaS and IaaS environments.
- **Cloud Data Loss Prevention (DLP):** Protect data in motion with full inline inspection and advanced measures like exact data match (EDM), optical character recognition (OCR), and machine learning.
- **Zscaler Firewall & cloud IPS:** Extend industry- leading protection to all ports and protocols, and replace edge and branch firewalls with a cloud native platform.
- **Zscaler Sandbox:** Stop never-before-seen and elusive malware across web and file transfer protocols with AI-driven quarantine, sharing consistent and global protection across all users in real time.
- **AI-Powered Zero Trust Browser:** Make web-based attacks obsolete and prevent data loss by creating a virtual air gap between users, the web, and SaaS.

BENEFITS:

- **Prevent cyberthreats and data loss with AI:** Protect your organization against advanced threats with a suite of AI-powered cyberthreat and data protection services, enriched by real-time updates sourced from 500 trillion daily threat signals from the world's largest security cloud.
- **Get an unmatched user experience:** Get the world's fastest internet and SaaS experience (up to 40% faster than legacy security architectures) to boost productivity and increase business agility.
- **Reduce costs and complexity:** Realize 139% ROI with Zscaler by replacing 90% of your costly, complex, and slow appliances with a fully cloud-native zero trust platform.
- **Secure your hybrid workforce:** Empower employees, customers, and third parties to securely access web apps and cloud services from anywhere, on any device—with a great digital experience.
- **Unify SecOps and NetOps Efforts:** Drive faster, more collaborative security outcomes with shared tooling like real-time traffic insights, API-first integrations, and granular RBAC.
- **Achieve Total Data and Content Sovereignty:** Enforce compliance for secure and localized access without performance tradeoffs using Egress NAT, geolocalized content, and in-country data logging.
- **Secure AI in Your Environment:** Enable the secure use of Microsoft Copilot and other AI applications.
- **Protect Developer Environments at Scale:** Automate SSL/TLS inspection for 30+ developer tools while sandboxing code and unknown or large files with instant AI-verdicts—all without slowing innovation.

- **Digital Experience Monitoring:** Reduce IT operational overhead and speed up ticket resolution with a unified view of application, cloud path, and endpoint performance metrics for analysis and troubleshooting.

- **Zero Trust Branch Connectivity:** Reduce risk and complexity with non-routable branch and data center connectivity for users, servers, and IOT/OT devices.

- **DNS Security:** Optimize DNS security and performance for all users, devices, and applications, on all ports and protocols, anywhere in the world.

Zscaler Internet Access for Users and Workloads

Eliminate risk for cloud workloads accessing any internet or SaaS destination with Zscaler Internet Access. By removing the need for workloads to access the internet through legacy, network-centric tools such as VPNs, firewalls (including virtual firewalls), or WAN technologies, you can prevent compromise and stop lateral movement without requiring a patchwork of security tools. By applying ZIA's comprehensive suite of security and data protection capabilities to workloads, you can unify zero trust security for your users and workloads with a single, integrated platform.

By pairing ZIA with Zscaler Private Access, you can extend protection to your private apps and workloads, whether they reside in the public cloud or a private data center.

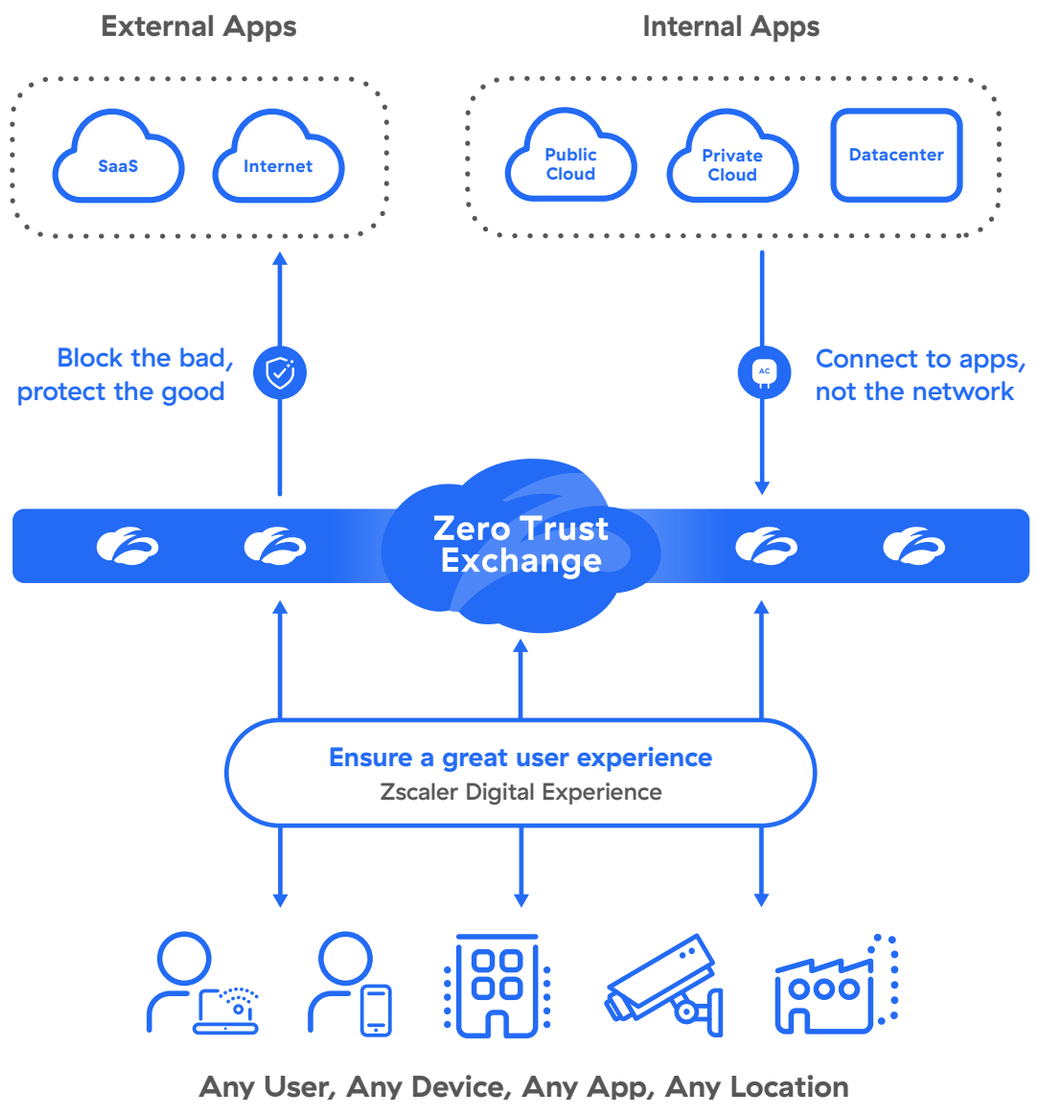

Figure 1: The Zero Trust Exchange

*Gartner Magic Quadrant for Security Service Edge, 15 April 2024, Charlie Winckless, et al.

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Gartner

Zscaler named a Leader in the 2024 Gartner® Magic Quadrant™ for Security Service Edge.

SEE MORE

Use Cases

CYBERTHREAT AND RANSOMWARE PROTECTION

Move from legacy network security to Zscaler's revolutionary zero trust architecture that prevents compromise, eliminates the attack surface, stops lateral movement, and keeps data safe.

Learn More

SECURE HYBRID WORKFORCE

Empower employees, partners, customers, and suppliers to securely access web applications and cloud services from anywhere, on any device—and ensure a great digital experience.

Learn More

DATA PROTECTION

Stop data loss from users, SaaS apps, and public cloud infrastructure from accidental exposure, data theft, or double-extortion ransomware.

Learn More

INFRASTRUCTURE MODERNIZATION

Eliminate costly, complex networks with fast, dependable, secure, direct-to-cloud access that removes the need for edge and branch firewalls.

Learn More

The Zscaler Zero Trust Exchange Ecosystem

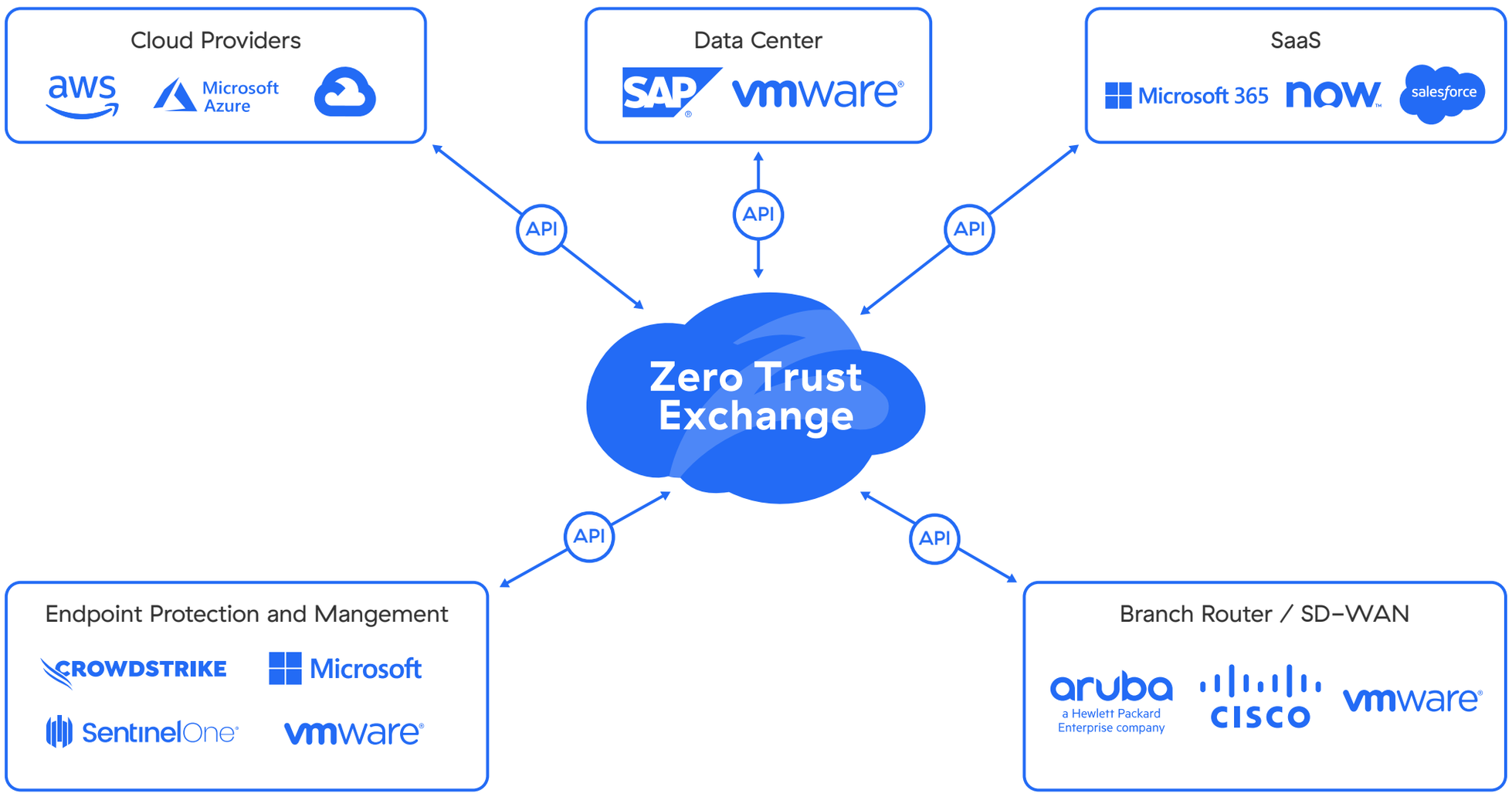

TABLE 1: ZSCALER INTERNET ACCESS FEATURES AND CAPABILITIES	
FEATURE	**DETAILS**
CAPABILITIES	
URL filtering	Allow, block, caution, or isolate user access to specified web categories or destinations to stop web-based threats and ensure compliance with organizational policies.
SSL inspection	Get unlimited TLS/SSL traffic inspection to identify threats and data loss hiding in encrypted traffic. Specify which web categories or apps to inspect based on privacy or regulatory requirements. Integrate inspection with developer tool to secure developer workflows.
DNS security	Identify and route suspicious command-and-control connections to Zscaler threat detection engines for full content inspection.
Dedicated IP	Provide access to applications that allow-list IP addresses with IP addresses dedicated to your organization. Also enables an easy transition from legacy architecture to zero trust.
File control	Block or allow file download/upload to applications based on app, user, or user group.
Bring Your Own IP	Maintain consistency and control over your network identity and assure third-party apps or dependent infrastructure that traffic originates from your organization only.
Bandwidth control	Enforce bandwidth policies and prioritize business-critical applications over recreational traffic.
Country-based logging	Store and manage logs within a specific country's borders to meet compliance with data sovereignty requirements that mandate data related to citizens be processed according to local laws.
Advanced threat protection	Stop advanced cyberattacks like malware, ransomware, supply chain attacks, phishing, and more with proprietary advanced threat protection. Set granular policies based on your organization's risk tolerance.
Inline data protection (data in motion)	Use forward proxy and SSL inspection capabilities to control the flow of sensitive information to risky web destinations and cloud apps in real time, stopping internal and external threats to data. Advanced inline protection is provided whether an app is sanctioned or unmanaged without requiring network device logs.
Out-of-band data protection (data at rest)	Use API integrations to scan SaaS apps, cloud platforms, and their contents to identify sensitive data at rest and remediate automatically by revoking risky or external shares, for example.
Intrusion prevention	Get complete threat protection from botnets, advanced threats, and zero-days, along with contextual information about the user, app, and threat. Cloud and web IPS works seamlessly across Firewall, Sandbox, DLP, and CASB. Deploy tailored threat signatures using Cloud Custom IPS to detect and stop targeted attacks.
Dynamic, risk-based access and security policy	Automatically adapt security and access policy to user, device, application, and content risk.
Traffic capture	Seamless Packet Capture: easily capture decrypted traffic via specific criteria within Zscaler policy engines, supporting efficient security forensics without requiring additional appliances.

Malware analysis	Detect, prevent, and quarantine unknown threats hiding in malicious payloads inline with advanced AI/ML to stop patient-zero attacks.
DNS filtering	Control and block DNS requests against known and malicious destinations.
Zero Trust Browser (Web isolation)	Make web-based threats obsolete by delivering active content as a benign stream of pixels to the end user's browser.
Correlated threat insights	Speed investigation and response times with contextualized and correlated alerts with insights into threat score, affected asset, severity, and more.
Application isolation	Allow safe, agentless unmanaged device access to SaaS, cloud, and private apps with granular control over user actions like copy/paste, upload/download, and print to stop sensitive data loss.
Digital Experience Monitoring (ZDX)	Get a unified view of application, cloud path, and endpoint performance metrics for analysis and troubleshooting.
Zero Trust Branch Connectivity	Modernize branch connectivity through the Zero Trust Exchange, eliminating the attack surface and preventing lateral movement.
Workload-to-internet communication protection	Prevent compromise and stop lateral movement for workload-to-internet communications. Includes SSL inspection, IPS, URL filtering, and data protection for all communication.
IoT Device Visibility	Gain a complete view of all IoT devices, servers, and unmanaged user devices across your business, with automated discovery, continuous monitoring, and AI/ML classification with industry-leading auto-labeling capabilities
Role Based Access Control (RBAC)	Right-sized permissions to control what administrators can edit and view policy and analytics reporting within the Zscaler platform to prevent conflicts and improve governance.

FEATURE	DETAILS
PLATFORM FEATURES	
Flexible connectivity options	• Zscaler Client Connector (ZCC): Forward traffic to the Zero Trust Exchange via a lightweight agent that supports Windows, macOS, iOS, iPadOS, Android, and Linux. • GRE or IPsec tunnels: Use GRE and/or IPsec tunnels to send traffic to the Zero Trust Exchange for devices without ZCC. • Browser isolation: Seamlessly connect any BYOD or unmanaged devices with integrated Zero Trust Browser isolation. • Proxy chaining: Zscaler supports forwarding traffic from one proxy server to another, but this is not recommended in production environments. • PAC files: Send traffic to the Zero Trust Exchange with PAC files for devices without ZCC.
Cloud-delivered deployment	100% cloud-native platform delivered as a SaaS service. For Business Continuity Planning and other special use cases, private and virtual service edges are available.
Data privacy and retention	When logging data, content is never written to the disk and there are granular controls to determine where exactly logging takes place. Use role-based access control (RBAC) to provide read-only access, username anonymization/obfuscation, and separate access rights by department or function, in accordance with key compliance regulations. Data is retained for a rolling period of six months or less, depending on the product. You can purchase additional storage that retains data for as long as desired.
Key compliance certifications	Certifications include: • FedRAMP • ISO 27001 • SOC 2 Type II • SOC 3 • NIST 800-63C See the full list of our compliance certifications here.
Granular API support	We maintain REST API integrations with numerous identity, networking, and security vendors. For example, you can share logs between Zscaler and your cloud-based or on-prem SIEM (e.g. Splunk). Learn more
Direct peering	Direct peering with major internet and SaaS providers and public cloud destinations ensures the fastest traffic path possible.

FEATURE	DETAILS
SERVICE LEVEL AGREEMENTS (SLAS)	
Availability	99.999%, measured by transactions lost
Proxy latency	< 100 ms, including when threat and DLP scanning is on
Virus capture	100% of known viruses and malware
SUPPORTED PLATFORMS & SYSTEMS	
Client Connector	Support for: • iOS 9 or later • Android 8 or later • Windows 8 and later • Mac OS X 10.14 and later • CentOS 9 • Ubuntu 20.04 Learn more
Branch Connector	Support for: • VMware vCenter or vSphere Hypervisor • CentOS • Redhat

Zscaler Internet Access: Multiple Options to Get Started

	ESSENTIALS PLATFORM Start your zero trust journey with secure, reliable internet access and limited private access, with other Zscaler innovations.	ZSCALER PLATFORM Unlock the complete SASE/SSE solution, including full internet access, private access, and data protection.
PLATFORM SERVICES		
Traffic Forwarding – Client Connector, GRE, PAC, Proxy Chaining, IPsec	✓	✓
Multiple Identity Providers (IdP), API Access, Device Posture	✓	✓
Authentication – SAML, Secure LDAP, Kerberos	✓	✓
ZS Test Environment	–	–
Access to Zscaler Public DCs	✓	✓
Access to High-Cost Zscaler Public DCs (Australia, New Zealand, Dubai (Unregulated), South America, Africa, South Korea, Taiwan, and Mainland China)	–	✓
China Premium / Regulated Middle East DC Access	–	–
INTERNET ACCESS		
Content Filtering	✓	✓
File Type Control	✓	✓
TLS/SSL Inspection	✓	✓
SSL Private Certificate	✓	✓
Bandwidth Control	✓	✓
Stream to On-Premises SIEM (Nanolog Streaming Service w/ Live Mgmt.)	✓	✓
Cloud NSS (for >500 Users)	✓	✓
Source IP Anchoring	–	✓
ZIA Private Service Edge – Virtual Appliance	✓	✓
Hardware: ZIA Private Service Edge – 3 Instances, 5 Instances	–	–

CYBERTHREAT PROTECTION		
Cyberthreat Protection Standard: Advanced Threat Protection, Sandbox Standard, Zero Trust Firewall Standard, Zero Trust Browser Standard	✓	✓
Inline Antivirus and Anti-Spyware	✓	✓
Sandbox Advanced	–	–
Zero Trust Firewall Advanced	–	–
Zero Trust Browser Advanced (1.5 GB of Traffic/User/Month, Measured Across All Zero Trust Browser Users)	–	–
Zero Trust Browser Unlimited (No Traffic Usage Limits)	–	–
PRIVATE ACCESS (ZPA)		
Secure access to private apps (in cloud, data centers): log streaming, Source IP Anchoring, Multiple IdP, Health Monitoring)	1 user per 20 subscribed users (Min: 500 subscribed users)	✓
App Connectors	As many as required (up to system max)	As many as required (up to system max)
DATA PROTECTION		
Data Protection Standard: Cloud App Control, Shadow IT Report, Tenancy Restriction, Inline Web (Monitor Mode), SaaS API (1 App), GenAI Security	✓	✓
Inline Web and GenAI DLP, All Apps (Internet and Private Access)	–	✓
RISK MANAGEMENT		
Risk Management Standard: Deception Standard	–	✓
ZERO TRUST FOR WORKLOADS		
Zero Trust for Workloads Standard: Stateful Filtering, DNS, TLS Inspection	1 GB of monthly workload traffic per subscribed user	2 GB of monthly workload traffic per subscribed user
DIGITAL EXPERIENCE (ZDX)		
ZDX Standard: Pre-Set	✓	–
ZDX Standard	–	✓
SUPPORT		
Standard Support	✓	✓
Support Plus	–	–

LICENSING MODEL

All Zscaler Internet Access editions are priced per user. For certain products inside of your platform edition, pricing may vary outside of user count. For more information on pricing, talk to your Zscaler account team.

Part of the holistic Zero Trust Exchange

The Zero Trust Exchange enables fast, secure connections and allows your employees to work from anywhere using the internet as the corporate network. Based on the zero trust principle of least-privileged access, it provides comprehensive security using context-based identity and policy enforcement.

> The fantastic thing about Zscaler is that it provides everything we need in a zero trust platform: scalable SSL traffic inspection, other threat prevention functionalities, and data protection.
>
> **NITIN NEGI**
> Senior Manager for Cybersecurity Engineering and Operations, Micron Technology

About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange™ platform protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 160 data centers globally, the SSE-based Zero Trust Exchange™ is the world's largest in-line cloud security platform. Learn more at **zscaler.com** or follow us on Twitter **@zscaler**.

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zscaler™

Zero Trust Everywhere