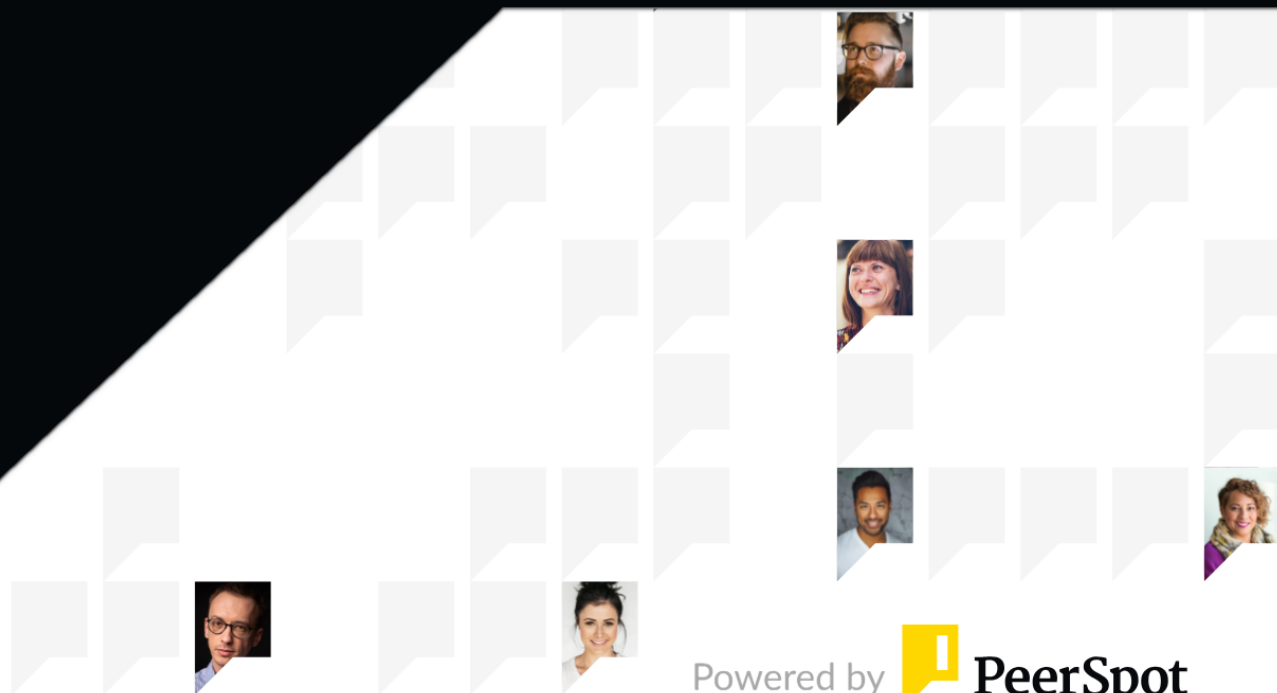




Zscaler Private Access (ZPA)

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 (ZPA) is a cloud-based solution focused on secure, seamless remote access. It operates without VPN, effectively addressing security challenges and enhancing productivity by connecting users directly to applications.

ZPA is designed for secure access, eliminating the need for network access with its zero-trust model, which restricts users to applications they are authorized to access. By moving away from VPN dependencies, businesses can ensure improved security with less complexity and faster connection times. ZPA is optimal for organizations looking to enhance remote workforce efficiency while maintaining robust security measures.

What are Zscaler Private Access's notable features?

- Zero Trust Network Access: Provides application-level access without exposing the network.
- Cloud-Native Architecture: Scalable and resilient for enterprises of all sizes.
- Seamless Connectivity: Offers direct, fast application access without VPNs.

What benefits should users seek in reviews?

- Enhanced Security: Reduces attack surfaces by only allowing validated access.
- Improved Performance: Decreases latency associated with traditional VPNs.
- Cost-Effective: Eliminates the need for costly hardware-based VPN solutions.

ZPA has found significant applications in industries such as finance, healthcare, and education, where data security and compliance are critical. Its zero-trust approach is particularly beneficial in environments dealing with sensitive information, ensuring secure and streamlined remote access while keeping compliance costs manageable.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



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



Martin Partridge

Solutions Architect at Direct Line Group



“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



“The scalability is amazing. Whenever we need to upgrade the users, it increases immediately.”



Sumit Bhanwala

architect at Tata Consultancy



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



TarunKumar5

Lead Engineer at FIS Global



“Zscaler has allowed an easy, secure way for us to access our internal resources from outside.”



Verified user

DevOps Team Member at a computer software company 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 helps by resolving network choke issues, allowing application access from public networks without needing to integrate with internal networks.”



Reviewer75941

Consultant at a consultancy with 10,001+ employees

What users had to say about valuable features:

Zscaler Private Access (ZPA) is the most mature compared to other vendors in terms of features and stability. It has been in the market for a while, resulting in more features compared to other vendors. It effectively provides security and zero trust network access.

Bayu Wibowo

IT Consultant at The instillery

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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 most valuable feature of Zscaler Private Access (ZPA) is the ability to manage access with policies, all in one, which provides our security team the ability to provide the required permission for each team, and also visibility. If something goes wrong, I have a very friendly UI to see what's going wrong, why the user is blocked, or what the issue might be.

“Zscaler has allowed an easy, secure way for us to access our internal resources from outside.

“Its effectiveness for my organization is mainly security, as users can access those applications only if they have the permission to go through Zscaler.

“Zscaler has helped with operational flexibility because when a new employee starts, it's very easy to give them the required permissions. Everything is managed in an Active Directory or Okta in our case, and it's very easy to have the user ready to start working with just a few clicks..”

Verified user

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

“Zscaler has three components. Specifically, Zscaler Internet Access for secure web access, Zscaler Private Access (ZPA) that is a replacement of traditional VPN solution for securely accessing internal private applications without giving access to the whole network. It works by giving access to the particular application the user wants to access, and it checks numerous factors before granting access to the particular application, including posture checks, authentication, and authorization. Zscaler Digital Experience is a monitoring tool that monitors all application performance, network performance, and more. It helps us troubleshoot issues in a very short time.

“When discussing Zscaler Private Access (ZPA) mainly, it is very helpful as a replacement for traditional VPN. In traditional VPN, we used to give access to the whole network, which increased attack vectors. Zscaler Private Access (ZPA) is more secure than these particular VPN solutions. We have implemented this solution for enhanced security. As a cybersecurity professional, I approach these answers from a security perspective.

“Micro-segmentation, authentication, and authorization are key features in Zscaler Private Access (ZPA). We can implement role-based access and limit user access by creating different groups. For example, if the HR department needs access to only HR applications, we can create specific groups with appropriate access levels. This segregates access and makes it more secure. They also provide features such as browser isolation, which creates a separate browser when users are accessing content, thus creating an isolated environment to prevent attacks.

“They provide integrations with various other security tools. The solution utilizes AI capabilities for various detections and responses. The solution has inbuilt AI for all detection capabilities..”

TarunKumar5

Lead Engineer at FIS Global

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Other Solutions Considered

“The traditional solutions were still in use when we migrated to the current solutions. The migration process required extensive documentation and multiple testing phases..”

TarunKumar5

Lead Engineer at FIS Global

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We previously used various Broadcom products, including BlueCoat proxies and Symantec EDR capabilities, for the last five years. However, we switched to different vendors and moved our endpoint protection to Microsoft Defender and proxy solution to Zscaler due to the older, clunky nature of the previous solutions.

Martin Partridge

Solutions Architect at Direct Line Group

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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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“In regard to other solutions I considered before implementing Zscaler Private Access (ZPA), I don’t know because the decision on what to use and what to install came from management..”

Eli Grosman

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

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The comparison involves Palo Alto IoT Security, Cloudflare, and Zscaler Private Access (ZPA). Network security solutions like zero trust options such as Zscaler and Cloudflare are considered.

Bayu Wibowo

IT Consultant at The instillery

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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

DevOps Engineer at a computer software company with 201-500 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

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“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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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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I am helping a customer to evaluate Palo Alto IoT Security and Cloudflare solutions. Additionally, I am a partner with Zscaler and work with Zscaler Private Access (ZPA) for secure access to private networks and VPN replacement.

Bayu Wibowo

IT Consultant at The instillery

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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

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

“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

[Read full review](#) 

DevOps at My Heritage

“Our use case for Zscaler Private Access (ZPA) is that it provides Private Access.

“Zscaler Private Access (ZPA) means allowing users access to the internal network in AWS in a secure way.

“I use Zscaler Private Access (ZPA) to secure remote access to internal applications..”

Verified user

[Read full review](#) 

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

“I worked with these organizations for implementing Secure Service Edge and SASE solutions, including Cloud Access Security Brokers, such as Netskope and Zscaler.

“Zscaler and Netskope are the main solutions I work with for various use cases.

“Based on my experience, I have worked at the enterprise level only, for large companies such as banks and financial institutions that are transitioning from traditional solutions to new secure service edge solutions..”

TarunKumar5

[Read full review](#) 

Lead Engineer at FIS Global

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

Reviewer75941

Consultant at a consultancy with 10,001+ employees

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“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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“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 recommend ZPA to other users for its ease of use and support. However, the universal external IPs from Zscaler can be a pain because traffic could emerge from any of over 700 IPs, requiring ZPA or additional infrastructure to manage. I rate the overall solution a 9 out of 10.

Martin Partridge

Solutions Architect at Direct Line Group

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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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“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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“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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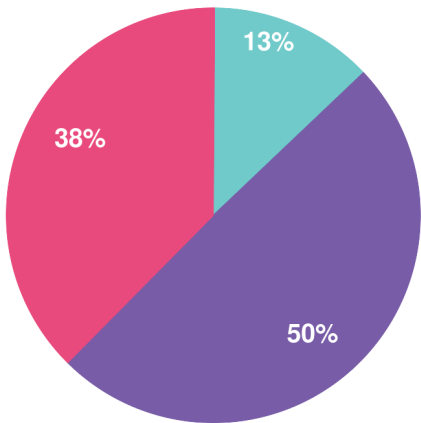
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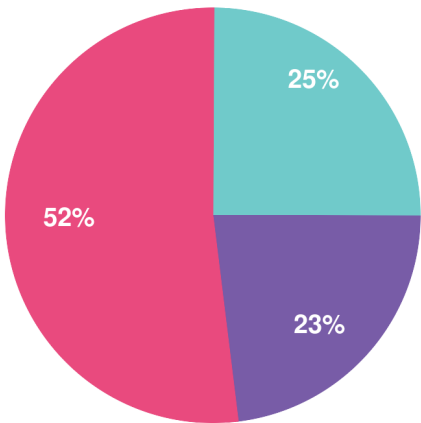


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsize Enterprise  Small Business

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