



**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 Platform acts as a VPN alternative for secure remote access, cloud protection, and zero-trust strategies. It enables secure data transmission, supports remote work, and enhances compliance through a cloud-based architecture, offering improved performance and simplified management.

Designed for organizations seeking secure application access and robust data protection, Zscaler Zero Trust Exchange Platform delivers a comprehensive solution through seamless VPN connectivity, data loss prevention, and SSL inspection. Its cloud integration ensures scalability and reliability, while its interface provides intuitive management. Companies benefit from automatic secure access, minimizing constant authentication needs, and safeguarding sensitive data. The platform allows easy deployment and integration with diverse identity providers, granting granular control for access and application segmentation. Despite powerful capabilities, enhancements are needed in speed, bandwidth, and legacy support, with users noting interface and configuration challenges.

### **What are the key features of Zscaler Zero Trust Exchange Platform?**

- **Seamless VPN Connectivity:** Provides automatic secure access without repetitive authentication.
- **Strong Security Measures:** Offers DLP and SSL inspection for data protection.
- **Cloud Integration:** Ensures scalability and performance optimization.
- **Granular Access Control:** Manages access with application-specific segmentation.

### **What benefits should companies look for in reviews when evaluating this platform?**

- **Performance:** Enhanced connectivity and reduced latency.
- **Data Protection:** Comprehensive DLP and encryption capabilities.
- **Scalability:** Efficient handling of growing organizational demands.
- **Ease of Deployment:** Quick setup and integration with IDPs.

In specific industries, Zscaler Zero Trust Exchange has been implemented to enhance security protocols in fields like finance and healthcare. By prioritizing data protection and compliance, it assists companies in safely managing sensitive information and meeting regulatory requirements. Organizations leverage its features to ensure secure operations across remote and cloud environments, adapting to industry-specific needs with customizable access and security controls.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:



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



**Sumit Bhanwala**

architect at Tata Consultancy



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



**Deepak Bhaskaran**

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



“It is a stable solution.”



**Bharath Kumar Gajula**

Network Security Architect at a consultancy with 10,001+ employees



“The most valuable aspect of Zscaler Cloud DLP is its automatic DLP feature.”



**Utpal Sinha**

Sr Network Engineer at Momenive



“It is a very scalable solution. Scalability-wise, I rate the solution a ten out of ten.”



**Brij Mohan**

Technical Lead at Happiest Minds Technologies



“Zscaler Private Access is a platform that eliminates the complexity of VPN configuration.”



**Gourav Paul**

SME-support management of architecture at Cognizant

## 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..”

### Verified user

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

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“It has some good data security and WIP features, providing secure Internet access. We get seamless access with our agents and users. It has some fantastic hardware. They have AI-powered integration with in-built features for the scheduler. It provides security and is connected to manage the security level, which is good..”

### Mohd Amir

Finance Manager at Landmark Cars Ltd

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“The most valuable features of Zscaler SASE include web filtering, application control, and the private access configuration. The private access configuration is particularly valuable as it allows user-based access control, limiting access to only what is needed for specific users and applications..”

**DeepakBhaskaran**

AGM IT Security at Prestige Estates Projects Ltd

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“The in-line DLP feature is one of the most vital features of the solution. Data security is a global concern, like in Europe there is the EDPR, while Qatar has its own data protection laws, so at our organization while data gets classified using different tools like Boldon James, security control in transit remains a concern so the in-line DLP policy is a valuable feature in Zscaler DLP that remains absent in most other products. Zscaler DLP takes care of the security when data is in motion. .”

**Verified user**

Security Architect at a computer software company with 501-1,000 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 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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## 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..”

### Verified user

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

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“We were using other platforms like McAfee before. We switched to Zscaler because we needed a solution that is easy to handle, deploy, and monitor. We needed real-time monitoring..”

### Bhupendra Nayak

Cyber Security Consultant at Confidential

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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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“We don't see any other, private, cloud-based VPN solution. There might be others, like Prisma, and there are so many solutions also coming out. Other than that, we are ready to explore new products. However, so far, whatever we have used within the Zscaler solution is doing good..”

**Senthilkumar Balasundaram**

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Technical Consultant at a tech vendor with 10,001+ employees

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“Netskope is a similar tool to the Zscaler Zero Trust Exchange Platform. Both are similar tools, but the Zscaler Zero Trust Exchange Platform proved to be better. The Zscaler Zero Trust Exchange Platform has global coverage and low latency regarding support, and it provides a robust Zero Trust architecture. Netskope provides flexible pricing and has granular visibility, and it surpasses the Zscaler Zero Trust Exchange Platform in cloud security capabilities..”

**TarunKumar5**

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Lead Engineer at FIS Global

# ROI

Real user quotes about their ROI:

“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..”

**Verified user**

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

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# Use Case

“We are using Zscaler Zero Trust Exchange for its Zscaler Internet Access service. It provides web security, DLP, data protection, prevention, and lots more features..”

**Mohd Amir**

Finance Manager at Landmark Cars Ltd

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“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. .”

**Verified 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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“In Qatar industries, the legacy systems like the Bluecoat Proxy is still being used, these solutions work at a limited capacity. For instance, one of our organization's customers is in the Oil & Gas transportation business with tankers, if a company like them wants to deploy a proxy solution, physical proxy deploy is very complicated for such companies, therefore our organization proposes a cloud proxy solution to them like Zscaler DLP. There are several cloud proxy solutions in the market, but Zscaler DLP provides the lowest latency rates due to the presence of global enforcement nodes in the solution. Whenever a potential customer approaches our company, which has a large workforce, has offices distributed across a wide geography and is in need of a cloud-based solution, we suggest Zscaler DLP for comprehensive global control. .”

**Verified user**

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

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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 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..”

## Verified user

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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

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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**

Security Analyst at Secure-24

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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. .”

**Verified user**

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

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“The solution provides ease of deployment. We do not require any physical appliance. We must have an understanding of the technology. There are two tunnels. We must know which tunnel is which tunnel will secure our network better.

The solution is deployed on the private cloud provider Zscaler Private Access and the public cloud provider Zscaler Internet Access. It is easy to deploy the tool on any cloud like AWS and Azure..”

**Bhupendra Nayak**

Cyber Security Consultant at Confidential

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“A well planned deployment plan can be executed in fifteen days.

Identifying private applications and the users accessing them are the two key components. Discovering the private applications associated with Zscaler is one part, while the other involves determining the number of users accessing these applications, which is crucial for deciding Zscaler’s deployment.

I would rate the process of initial setup a five out of 10..”

**Vikram Srirama.**

Deputy General Manager at Sagility

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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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“The solution's technical support is easy for my company to reach out to, and they are also very supportive. I rate the technical support a ten out of ten..”

**Brij Mohan**

Technical Lead at Happiest Minds Technologies

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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. .”

**Verified user**

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

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“The customer service and support are okay. I am not a fan of the service.

The response time is long, and the willingness is lacking. They are not eager to support..”

**Bharath Kumar Gajula**

Network Security Architect at a consultancy with 10,001+ employees

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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

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“Zscaler Private Access is deployed on-cloud in our organization. I would recommend Zscaler Private Access to other users.

Overall, I rate Zscaler Private Access a nine out of ten..”

**Bhupendra Nayak**

Cyber Security Consultant at Confidential

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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..”

**Verified user**

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

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“When making a decision, choosing a market leader is often advisable. While the initial cost may be slightly higher, the long-term savings in both time and money, as well as the reduction in operational costs, often outweigh the investment. Opting for a leading product can also mitigate potential issues and challenges that might arise with newer or less-established alternatives. Overall, I would rate it eight out of ten..”

**Maksym Toporkov**

Head of Research And Development at Quipu GmbH

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“We take support from Zscaler and provide the service to our clients. We are partners. People who want to use the product must explore the options. We can do multiple things for a single URL. We can restrict URLs to only access the GET request or POST request. We can do HTTP control and SSL inspection. We can also access the threat intel. We can look up a URL and get the details in real-time. Overall, I rate the tool an eight out of ten..”

**Likhith Varma**

Security Analyst at Secure-24

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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. .”

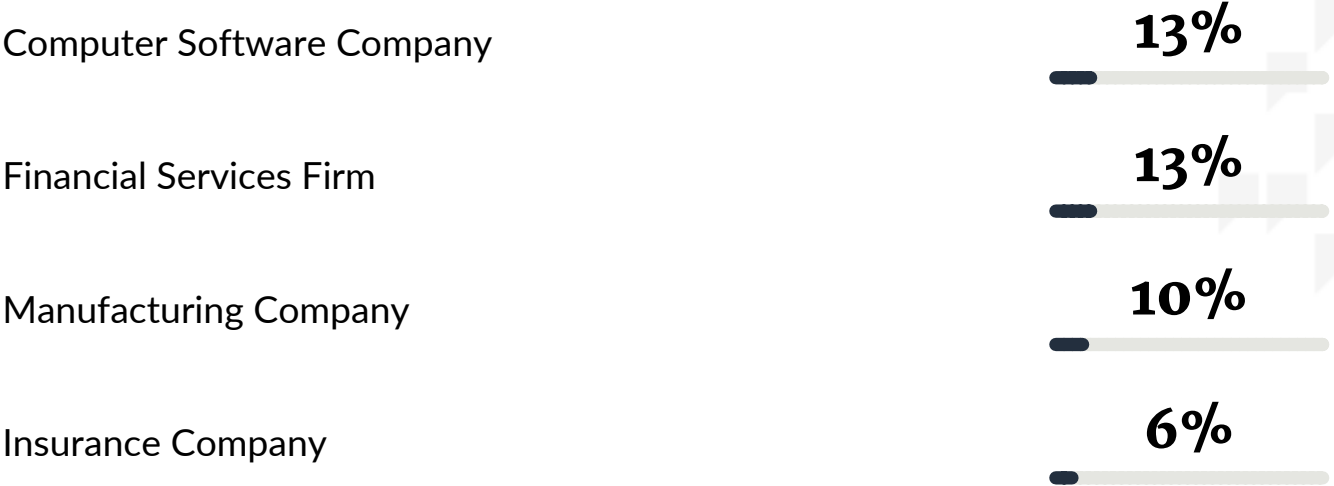
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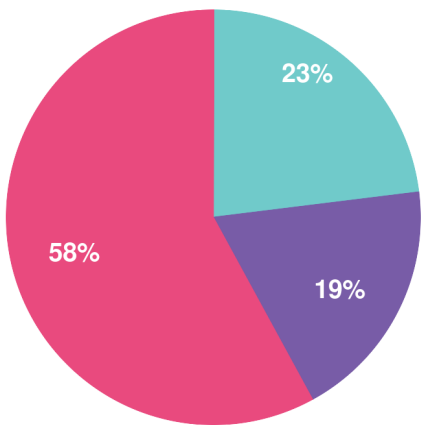
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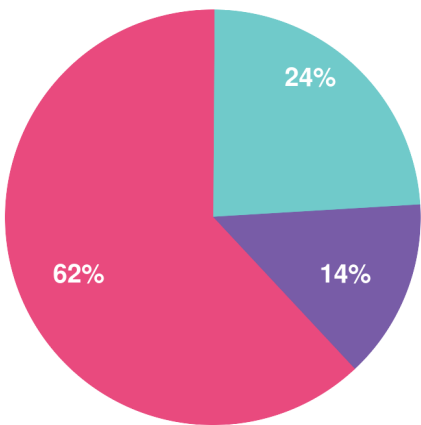


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