



**Zscaler Internet Access**

# Reviews, tips, and advice from real users



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# Product Recap



Zscaler Internet Access

# Zscaler Internet Access Recap

Zscaler Internet Access is a cloud-native security service edge (SSE) platform. Its main purpose is to provide AI-powered protection for all users, all applications, and all locations. The solution replaces other legacy network security solutions to stop advanced attacks and prevent data loss by using a comprehensive zero trust approach.

## Zscaler Internet Access Features

Zscaler Internet Access has many valuable key features. Some of the most useful ones include:

- Proxy (native SSL)
- IPS and advanced protection
- Cloud sandbox
- DNS security
- Cloud firewall
- URL filtering
- Bandwidth control
- DNS filtering
- Cloud DLP w/EDM and IDM
- Cloud access security broker (CASB)
- Cloud security posture management (CSPM)
- CloudBrowser isolation
- Cloud secure web gateway (SWG)
- Zero trust network access (ZTNA)
- Digital experience monitoring

## Zscaler Internet Access Benefits

There are several benefits to implementing Zscaler Internet Access. Some of the biggest advantages the solution offers include:

- **Fast access with zero infrastructure:** Zscaler Internet Access creates a fast, seamless user experience because of its direct-to-cloud architecture. With no infrastructure, Zscaler Internet Access helps you eliminate backhauling, which improves performance and simplifies network administration.
- **Threat intelligence:** By using threat intelligence, Zscaler Internet Access can stop ransomware, zero-day malware, and advanced attacks via Inline inspection of all internet traffic, including SSL decryption, and a suite of AI-powered cloud security services.
- **Consistent security:** With Zscaler Internet Access, your security policy goes everywhere your users go. When you move security to the cloud, all users, applications, devices, and

locations remain protected and secure based on identity and context.

- **Hybrid workforce:** Zscaler Internet Access enables secure access to all external and internal apps from anywhere, so remote work is not an issue. You can also enforce business policies that follow the user, making security identical regardless of location.

## Reviews from Real Users

Below are some reviews and helpful feedback written by Zscaler Internet Access users.

A Service Manager at a construction company says, "There are a bunch of different capabilities that are valuable within the platform. We use quite a lot of them, but not everything. The ones that are most important to us are the [URL Filtering and the application control](#). For our needs, the cloud-native proxy architecture is a very good solution. This architecture helps with cyber threats because we inspect most of the traffic and we can see that a lot of threats are stopped directly in the secure web gateway."

Owen N., Security Architect at Claro Enterprise Solutions, explains that the solution's most valuable features include "[The integration of the gateway that inspects all ports and protocols. So, there is threat prevention; The cloud sandbox; VNS security; Access control that will protect URL filtering and the cloud firewall; Data protection](#) that will protect your gateway, like your CASB or your cloud DLP; The capabilities of this will point your traffic to Zscaler Cloud."

An Architecture Senior Manager at an insurance company mentions, "The [data loss prevention](#) feature is the most valuable. It stops our users from inadvertently leaking our customers' data to the Internet or anywhere else it shouldn't go." He also adds, "The solution provides quick access to cloud services, securing our data and allowing us to inspect all our traffic."

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Zscaler Internet Access is less expensive than competitors like Palo Alto, offering a premium service justified by security enhancements and cost-effective scalability.”



**Tejas\_Jain**

Principal Security Architect at Deloitte

- ✓ “The most valuable feature for me is the ability to see how my network and traffic looks with modules like analytics and insights.”



**Pawel Gawronski**

Group IT Manager at a wholesaler/distributor with 10,001+ employees

- ✓ “The solution's most valuable features are its reliability and availability, measured by the number of ports it offers.”



**AshwaniTyagi**

Regional Manager at Orange

- ✓ “Zscaler Internet Access has positively impacted our organization as we have noticed substantial outputs and income, improved our security environment control and endpoint protection, and it prevents numerous web attacks through its AI/ML incorporated capability which identifies malware, threats, and viruses.”



**Mohan Janarthanan**

Associate Vice President at Novac Technology Solutions

- ✓ “The product's initial setup phase is a bit easy, as one doesn't need high technical expertise.”



**ShanavasVK**

Consultant at Essentra PIC

- ✓ “We like Zscaler's traffic filtering, web security, DLP, and IPS features. The real-time threat protection is excellent.”



**Bhaskar Rao**

Network manager admin at Yamaha



“For our needs, the cloud-native proxy architecture is a very good solution. We are moving away from on-prem appliances and moving more toward cloud-based solutions. Zscaler is a good fit for our strategy. This architecture helps with cyber threats because we inspect most of the traffic and we can see that a lot of threats are stopped directly in the secure web gateway.”



**Verified user**

Service Manager at a construction company with 10,001+ employees

What users had to say about valuable features:

“The most valuable feature for me is the ability to see how my network and traffic looks with modules like analytics and insights. This provides a comprehensive view of the Internet connection usage and justifies the numbers related to cyberattacks. The SSL inspection also offers added security, facilitating the exchange of critical data..”

**Pawel Gawronski**

Group IT Manager at a wholesaler/distributor with 10,001+ employees

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Some of the most valuable features of Zscaler Internet Access include secure web gateways, URL filtering, data loss prevention, anti-malware defense, file extension blocking, and a comprehensive categorization system. It provides a tool to understand our security risk posture and offers actionable feedback to tighten controls. It also provides enhanced inspection capabilities, including SSL decryption, while maintaining compliance with organizational security policies. Its cloud-native proxy architecture ensures high availability and resilience, even in challenging regions like China.

**Tejas\_Jain**

Principal Security Architect at Deloitte

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“We have been reselling this solution for more than five years now.

“Zscaler Internet Access integrates effectively, especially with the high-level IP services. However, there are some challenges with new software development on the SD-WAN part and sometimes with routing of data. Issues appear sometimes with upgrades, but that's really an exception; it's not happening frequently..”

**Verified user**

Service and Contract Manager at a tech vendor with 5,001-10,000 employees

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“The strong features of Zscaler Internet Access that I appreciate include security, performance, and the extensibility of the logs.

The ease of client updates is one of the benefits.

I have utilized Zscaler Internet Access's SSL Inspection feature. It has helped in threat prevention by giving the opportunity to delve inside our data to see exactly what is going on, what a request is, and what's happening.

The beneficial impact Zscaler Internet Access brought to my organization includes peace of mind, especially during the COVID period, enabling people to work from home without overloading VPN infrastructure while still being protected..”

**Verified user**

Cyber Security Architect at a manufacturing company with 1,001-5,000 employees

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“The most valuable features of Zscaler Internet Access include its capacity to scale. In my last project, this proved quite challenging. The security implementation capabilities and the ability to integrate public IPs related to clients allow traffic to present on the internet as a client rather than as Zscaler.

The capacity to have a hybrid solution in cloud and on-premises, along with connectivity with third parties such as CNFs (connect network facilities) including Equinix, digital reality, and similar data centers for interconnecting customers, is very valuable.

The facility to interoperate with SSEs is quite challenging when adapting the flows and maintaining the same security mechanisms from on-premises to cloud environments. The connectivity is particularly important because SASE solutions often face challenges in their connection methods..”

**Verified user**

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Cloud Advisory Senior Manager at a tech consulting company with 10,001+ employees

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“The best features Zscaler Internet Access offers include application control, tenant segregation, and PoP center regions which have low availability zones. The internet access is very successful and bandwidth speed is excellent. It also has application-based control, URL-based control, and SSL inspection capabilities, which are very useful. Additionally, the in-depth CASB segregation is very beneficial to us.

“One unique feature I found helpful is the tenant level restrictions, which we use to only access our organization's tenant level mail IDs, drives, and specific tenant level access while restricting public access.

“Zscaler Internet Access has positively impacted our organization as we have noticed substantial outputs and income. It has improved our security environment control and endpoint protection. It prevents numerous web attacks through its AI/ML incorporated capability which identifies malware, threats, and viruses. It has a toggle button to enable features entirely at the tenant level for all users onboarded into Zscaler Internet Access, resulting in much better outcomes..”

**Mohan Janarthanan**

Associate Vice President at Novac Technology Solutions

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## Other Solutions Considered

Before using Zscaler, we utilized Blue Coat proxies, which required hardware form factors, resulting in cumbersome processes for mergers, acquisitions, and expansions. Moving to Zscaler Internet Access supported our shift to a cloud-first model, addressing scalability requirements without the need for additional hardware.

**Tejas\_Jain**

Principal Security Architect at Deloitte

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“We also looked at Fortinet. We decided to go with Zscalare because we operate across multiple countries and want centralized control from a single dashboard at our headquarters..”

**Bhaskar Rao**

Network manager admin at Yamaha

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“I focused on Zscaler Internet Access because they stood out from their competition in terms of performance and scalability.

They beat off their competition with the fidelity of logs..”

**Verified user**

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Cyber Security Architect at a manufacturing company with 1,001-5,000 employees

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“Before implementing Zscaler Internet Access, we tested multiple solutions through POC evaluations. After our assessment, Zscaler Internet Access performed significantly better and was more suitable for our environment. We chose Zscaler Internet Access, and it has been working smoothly..”

**Mohan Janarthanan**

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Associate Vice President at Novac Technology Solutions

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“The difference between Zscaler Internet Access and similar products can vary and be specific on a case to case basis. Sometimes, the customer says that if they can have a better tool in terms of flexibility when it comes to customization, then it would be good. One of the customers was saying that the SSL inspection is a bit heavy in Zscaler, and I thought that they have big overheads. These are a few things that I remember when it comes to the tool's cons..”

**AshwaniTyagi**

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Regional Manager at Orange

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“Zscaler Internet Access is one of the best solutions currently available. Other vendors offers a good solution with many years of market experience, covering legacy infrastructure effectively. They are fully cloud-based but maintain the background that enables service provision in more legacy environments.

Only small or medium-sized companies with simple use cases can move directly to the cloud. Many solutions have been created as cloud-native, but implementation requires evaluation of the transition from existing infrastructure to the new environment. Zscaler handles this transition aspect very effectively..”

**Verified user**

Cloud Advisory Senior Manager at a tech consulting company with 10,001+ employees

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# ROI

Real user quotes about their ROI:

The managed service aspect of Zscaler Internet Access has allowed for reduced staffing costs, resulting in a saving of approximately 20–25% compared to prior expenses. This is largely due to decreased manpower and the elimination of the need to manage underlying infrastructure.

**Tejas\_Jain**

Principal Security Architect at Deloitte

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“I think as long as Zscaler Internet Access is stable, it can have some financial benefits. Until now, we can confirm that for a few customers I am working with..”

**Verified user**

Service and Contract Manager at a tech vendor with 5,001-10,000 employees

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“We have seen measurable benefits, such as improvements in security measures and productivity. However, experiences with customer service have been mixed..”

**Verified user**

Engineer at a non-tech company with 11-50 employees

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“We work on a business case, not on ROI, so if the customer sees a positive savings on their business case after the five years or six years, they normally go for Zscaler..”

**Milind Mane**

Solution Architect at Tata Consultancy

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“The main reason for getting the solution was for better security, not for time or management savings. It didn't decrease effort for our security team, but it improved our overall security posture..”

**Verified user**

Senior IT Manager at a manufacturing company with 1,001-5,000 employees

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“In terms of the product's ability to reduce costs, I would say that specifically, we have been able to get a drop by a huge amount in our company, which I don't want to put in a percentage form. At least there has been a subsequent and substantial reduction in the amount of hardware costs my company was spending along with the licensing part. Either you can opt for the pay-as-you-go model, or you can apply for a licensing model based on the number of users, and it is not specifically associated with sites or anything like that. With Zscaler Internet Access, you are looking at things differently when it comes to cost..”

**ShanavasVK**

Consultant at Essentra PIC

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# Use Case

“Generally, we use the tool for SSE and ZTNA. We offer all the features for cloud security, zero-trust network access, or CASB. Depending on the requirements, we sometimes integrate it with SD-WAN so that we can offer SASE-based services..”

**AshwaniTyagi**

Regional Manager at Orange

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“I utilize Zscaler Internet Access within my organization for secure web browsing and filtering traffic from websites. It serves as one of the main security elements by securing endpoints and facilitating secure Internet connections and website access..”

**Pawel Gawronski**

Group IT Manager at a wholesaler/distributor with 10,001+ employees

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We use Zscaler Internet Access primarily for securing internet-bound traffic. It serves as a secure web gateway that enables data loss prevention and protects peer-to-peer communications traffic. It also helps in path selection and delivering a good internet access experience. We have widely implemented it for securing third-party communications and optimizing traffic paths.

**Tejas\_Jain**

Principal Security Architect at Deloitte

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“In the past, I prepared a comparative stable between Zscaler and other concurrent or alternative solutions. I saw that Zscaler has a good mark in many criteria. We use Zscaler for centralized data loss prevention (DLP) for web, endpoint, and email. It also has the capacity for SD-WAN integration, threat installation, and is easy to deploy compared to other solutions..”

**Verified user**

Engineer at a non-tech company with 11-50 employees


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“My main use case for Zscaler Internet Access is preventing our endpoints such as laptops and movable endpoints which are all malware threats. Our organization uses Zscaler Internet Access for securing these critical asset resources.

“I use it for securing our roaming users, to restrict web browsing to only the allowed URLs that need to be accessed on corporate laptops. Apart from that, it restricts access to any other URLs. It is very useful and has CASB security features where we can provide application controls for restricting downloads, uploads, and other functionalities within Zscaler Internet Access..”

**Mohan Janarthanan**

Associate Vice President at Novac Technology Solutions

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“Use cases for Zscaler Internet Access match with business requirements from clients, typically involving navigation. It depends on the company, but navigation encompasses different scenarios based on the client.

For example, in my current client, there are around five main use cases involving navigation from internal staff, external people outside the organization when service is being provided, remote sites, and IoT infrastructure. This involves providing navigation for schools, hospitals, policy, and internal staff.

There are multiple use cases, and each client has their own requirements. Server navigation and data centers have different use cases when connected directly to the client's network versus when users work from home. When third parties connect to the client's infrastructure, it creates another use case. These use cases also depend on the SD-WAN component and how the flows move from the sites to the SSE and beyond..”

**Verified user**

Cloud Advisory Senior Manager at a tech consulting company with 10,001+ 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.

“We pushed it through policy to all computers, so we didn't need people to do it manually. You need someone overseeing it but not heavily involved or specifically dedicated. It can be handled with other workloads..”

## Verified user

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Senior IT Manager at a manufacturing company with 1,001-5,000 employees

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“My implementation strategy during those three months involved testing and comparatively testing against other vendors.

Three people were involved in the process of deployment from my side..”

## Verified user

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Cyber Security Architect at a manufacturing company with 1,001-5,000 employees

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“Deploying Zscaler was moderately difficult. You don't need to create anything. We only needed to forward things to the Zscaler cloud, and they took care of everything on their side. We needed to establish a trusted network and create a channel between Zscaler, the DC, and our on-prem environment. .”

**Bhaskar Rao**

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Network manager admin at Yamaha

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“We are providing installation and deployment for our customers with Zscaler Internet Access.

“The installation may take a couple of weeks, but it depends on the customer. The experience I have until now is a couple of weeks..”

**Verified user**

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Service and Contract Manager at a tech vendor with 5,001-10,000 employees

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“The product's initial setup phase is easy.

The product's installation phase requires one to three L2 or L3 engineers who are enough. It will all depend on how many clients you have, how you are pushing the agents to the clients, or how you are integrating it all.

The ease of maintaining the tool will depend on which solution you are comparing it with, so if you compare it with other similar products, I think it is okay. It will all depend on what type of expertise you have on Zscaler platform in comparison with others..”

**AshwaniTyagi**

Regional Manager at Orange

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“The product's initial setup phase is a bit easy, as one doesn't need high technical expertise. Zscaler does provide help, as this solution offers very good after-sales engineers of service and technical support staff who are quite helpful and can actually get things done on time.

I rate the product's initial setup phase as seven and a half to eight out of ten, where ten means it has an easy setup process.

The solution is deployed in a hybrid environment.

Our company was able to migrate to around 80 locations with around 5,000 to 6,000 users in a time frame of six months..”

**ShanavasVK**

Consultant at Essentra PIC

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# Customer Service and Support

The technical support for Zscaler Internet Access is rated around seven out of ten due to some response time issues and the engagement model. While it doesn't match Palo Alto's support, it remains relatively reliable.

**Tejas\_Jain**

Principal Security Architect at Deloitte

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“Customer service sometimes is not helpful, with long waiting times when issues arise. However, in some cases, the support team is faster and satisfactory..”

**Verified user**

Engineer at a non-tech company with 11-50 employees

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“If you want some support, you have to log a case. However, if there was more online support or a knowledge base that was readily available, it would be better. .”

**Rajesh Bhalerao**

CISO at UST Global

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“We have had different experiences with the technical support. I would rate them a seven out of ten. The response time is good but sometimes it is difficult for them to pinpoint the root cause of problems..”

**Verified user**

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Sr. Consultant, Cyber Security at a tech services company with 501-1,000 employees

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“The customer service and support are fairly good.

In terms of their technical capabilities, response times, and issue resolution, we've had positive interactions with their support..”

**Tejas\_Jain**

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Principal Security Architect at Deloitte

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“I've contacted technical support multiple times. They are okay. However, they could be better. We sometimes need more technical responses.

Often, our support person will change, and then we have to explain over and over the issue, what went wrong, and what's been done. It may take days to resolve things even if it is a simpler case due to the repetition and the fact we are changing from support staff to support staff. .”

**Mauzzam Shaikh**

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Senior Technical Consultant at Meta Infotech Pvt Ltd

## Other Advice

I would rate Zscaler Internet Access as an eight out of ten. It offers great scalability, stability, and operational resilience. Its global presence ensures security enforcement is close to the user, providing ease of management and onboarding.

**Tejas\_Jain**

Principal Security Architect at Deloitte

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“I would recommend Zscaler Internet Access due to its ease of use and deployment, with a user-friendly interface.

My overall rating for the solution is nine out of ten..”

**Pawel Gawronski**

Group IT Manager at a wholesaler/distributor with 10,001+ employees

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“My advice for others considering Zscaler Internet Access is to understand the console behavior, policy implementation, and settings before onboarding users. Once suitable organizational policies are implemented, then scaling up to 1000 or 2000 users becomes manageable. Understanding policies and use case conditions that meet your environment requirements is crucial before implementation. Implementing policies after onboarding hundreds of users can create complicated situations. I recommend exploring with one or two machines, implementing entire policies, and then onboarding additional devices. I rate Zscaler Internet Access 9 out of 10..”

**Mohan Janarthanan**

Associate Vice President at Novac Technology Solutions

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“Zscaler Internet Access encompasses internet connectivity and Zscaler [ZTNA](#) network access. Regarding pricing, compared to competitors, all solutions initially appear expensive. However, through negotiation and positioning, the final prices with discounts can vary significantly. Zscaler demonstrates effective negotiation skills and positions their pricing appropriately. Some competitors maintain higher prices, but my last experience with Zscaler's pricing was satisfactory.

On a scale from 1 to 10, where one is the worst and 10 is the best, I rate Zscaler Internet Access at 8..”

**Verified user**

Cloud Advisory Senior Manager at a tech consulting company with 10,001+ employees

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“Zscaler Internet Access is quite expensive, but it delivers. Sometimes, depending

on the customer and the service and why it's used, it's acceptable. We get more and more reactions about the price going up, sometimes too much or too little.

“For the stability of Zscaler Internet Access, I would recommend it, but for the price, I think it's too expensive. Most customers that use it have the money and want the whole package, a managed service. However, I think it should be less expensive because we're losing customers to the competition.

“On a scale of one to ten, I rate this solution an eight..”

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**Verified user**

Service and Contract Manager at a tech vendor with 5,001-10,000 employees

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“When asked about Zscaler Internet Access's application control for managing access to applications, we combine it with our existing [CASB](#) and can control access to applications effectively.

We augment Zscaler Internet Access's Data Loss Prevention with [Purview](#).

As an architect, I am actively pursuing completing a Zero Trust Architecture implementation, and Zscaler Internet Access definitely provides the right tools to move to that architecture.

To measure the effectiveness of Zscaler Internet Access's Advanced Persistent Threat Protection, I look at the lack of our users being infected, breached, controlled, or going to malicious links.

On a scale of one to ten, I rate Zscaler Internet Access an eight out of ten..”

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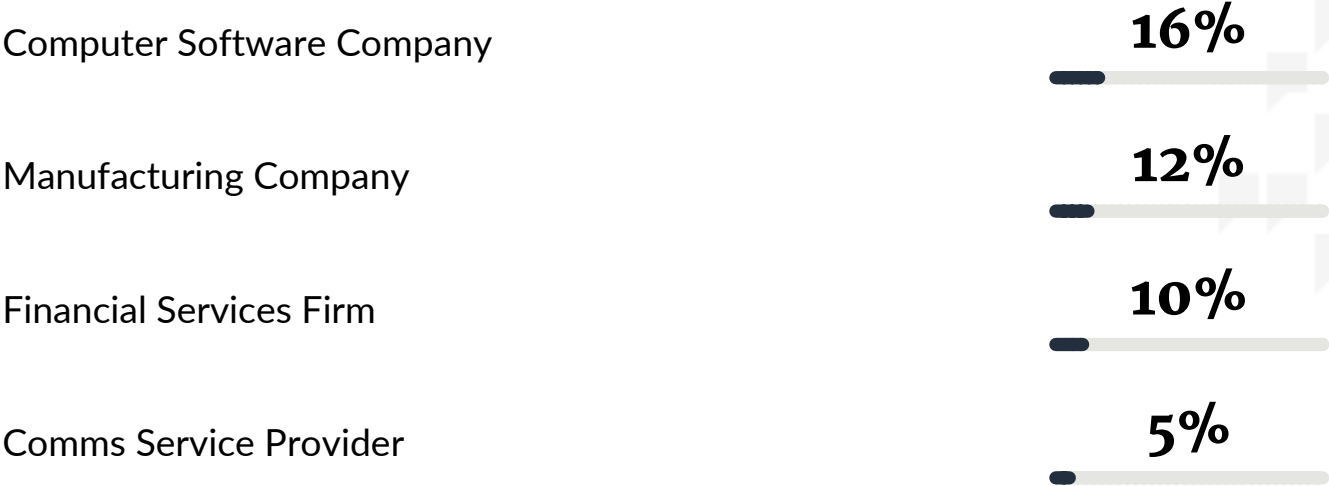
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Cyber Security Architect at a manufacturing company with 1,001-5,000 employees

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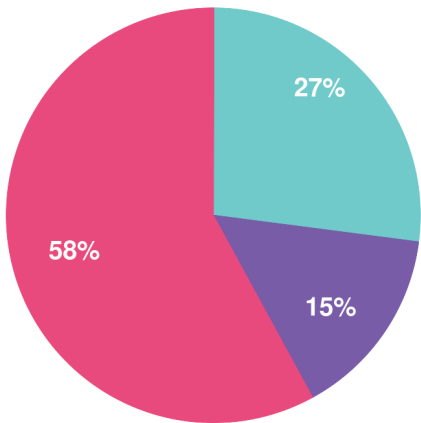
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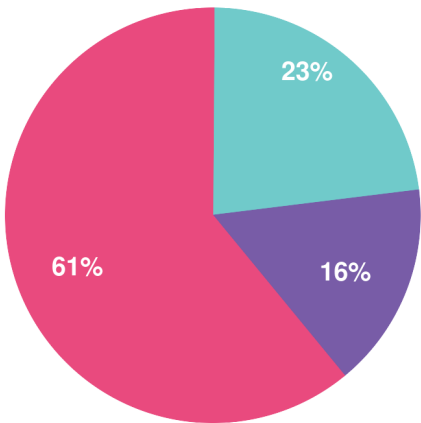


# Company Size

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