

RedTail Consulting

RedTail Zscaler Managed Service

Service Definition – One Page Overview

Service overview

RedTail Zscaler Managed Service provides full operational management of Zscaler Internet Access (ZIA), Zscaler Private Access (ZPA), or both. The service is designed for organisations seeking to outsource day-to-day Zscaler platform operations.

Scope of service

The service includes continuous monitoring, incident response, policy and configuration management, user and application onboarding, reporting, and coordination with Zscaler Support.

Onboarding and offboarding

Onboarding establishes service configuration, operational baselines, and access controls. Offboarding includes controlled service handover and access removal.

Service levels

Availability, response times, and support coverage are agreed during onboarding and aligned to customer requirements and Zscaler SaaS service commitments.

Resilience and continuity

Zscaler provides platform-level resilience, backup, and disaster recovery through its globally distributed cloud-native architecture.

Security and governance

Security controls are enforced through Zscaler platform capabilities and RedTail's managed service processes, including monitoring and incident handling.

Pricing

Pricing is based on an annual managed service fee and is confirmed following discovery, reflecting products in scope and operational complexity.