

RedTail Consulting

RedTail Zscaler Internet Access (ZIA) Licence

Service Definition – One Page Overview

Service overview

Zscaler Internet Access (ZIA) is a cloud-native Secure Web Gateway delivered as a Software-as-a-Service solution. It provides secure, policy-based internet and cloud application access without reliance on on-premise security infrastructure.

Scope of service

The service includes URL filtering, malware and threat protection, SSL/TLS inspection, DNS security, and cloud application visibility and control delivered through the Zscaler cloud platform.

Hosting and deployment

ZIA is delivered from Zscaler's globally distributed public cloud infrastructure. No customer-managed infrastructure is required to consume the service.

Resilience and availability

High availability, resilience, and disaster recovery are provided by Zscaler's cloud-native architecture in line with Zscaler's published service commitments.

Data access and exit

Customers can access and export configuration data, logs, and reports through the Zscaler management interface and APIs, subject to licence entitlements and retention policies.

Security

Security controls are enforced through cloud-delivered inspection, policy enforcement, and continuous threat protection within the Zscaler platform.

Pricing

The service is provided as a subscription licence, typically priced per user per year, in line with Zscaler's licensing model.