

RedTail Consulting

RedTail Zscaler Private Access (ZPA) Licence

Service Definition – One Page Overview

Service overview

Zscaler Private Access (ZPA) is a cloud-delivered zero trust network access service provided as Software-as-a-Service. It enables secure, policy-based access to private applications without exposing them to the internet.

Scope of service

The service provides application-level access control, identity-based policy enforcement, and secure connectivity to private applications hosted in data centres or cloud environments.

Hosting and deployment

ZPA is delivered from Zscaler's globally distributed public cloud. Customer-managed ZPA App Connectors may be deployed to enable secure application connectivity.

Resilience and availability

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

Data access and exit

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

Security

Security controls include strong identity verification, least-privilege access enforcement, and encrypted application connectivity.

Pricing

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