CyberOne

Zscaler Private Access (ZPA) as a Service

G-Cloud 15

Service Description

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Zscaler ZPA as a Service

CyberOne Zscaler ZPA as a Service is a fully managed Zero Trust Network Access (ZTNA) service that provides secure, application-level access to private applications without exposing networks to the internet. Built on Zscaler Private Access (ZPA), the service replaces traditional VPN-based remote access with a cloud-native, Zero Trust model that verifies identity, device posture, and policy before granting access to specific applications.

ZPA as a Service removes the attack surface created by inbound connectivity, simplifies network architecture and delivers fast, consistent access to private applications hosted on-premises, in the cloud or across multi-cloud environments. CyberOne designs, deploys, and operates ZPA as an end-to-end managed service, ensuring secure access, operational stability and continual optimisation as environments evolve.

Target Audience Profile

This service is designed for organisations seeking to modernise remote and third-party access while reducing reliance on legacy VPNs and complex network controls. Typical drivers include:

- A requirement to enable secure remote access for employees, partners, and vendors without exposing internal networks.
- Adoption of Zero Trust principles to reduce lateral movement and minimise breach impact.
- Hybrid and multi-cloud application estates requiring consistent access controls regardless of hosting location.
- Performance or reliability issues with traditional VPN infrastructure.
- The need for improved visibility, governance, and auditability of private application access.

What CyberOne delivers

1. Deploy with Confidence (Design & Build)

CyberOne designs and implements a ZPA foundation that is secure, scalable, and operationally ready—configured “right first time” and aligned with the organisation’s security and risk posture.

Core activities typically include:

- Discovery and design workshops to confirm access requirements, user groups, application inventory, and rollout strategy.
- ZPA architecture design, including App Connector placement, high availability, and traffic flow patterns.
- Identity provider integration (e.g. SAML/SCIM) to enable identity-driven access control and policy enforcement.
- Application segmentation and access policy design, ensuring users can access only the applications they are explicitly authorised to use.
- Client Connector and clientless access design where required, supporting a range of user access scenarios.

CyberOne applies “implementation realism” early in the process, defining connector sizing, resilience, application dependencies, posture requirements, and exception handling up front to avoid friction during rollout.

2. Run With Confidence (24×7 Operations)

Once live, CyberOne operates ZPA as an extension of your team, providing continuous monitoring, operational support, and ongoing access policy management to keep access secure and reliable as business needs change.

Operational coverage includes:

- 24×7 monitoring and operational support for ZPA components and access flows.
- Third-line engineering support for advanced troubleshooting (authentication, App Connector connectivity, policy enforcement, and performance issues).
- Change support for onboarding new applications, users, and access requirements.
- Ongoing administration of users, groups, departments, and access entitlements.
- Visibility enablement through analytics, diagnostics, and audit-ready logging to support security operations and investigations.

3. Grow With Confidence (Optimisation & Governance)

ZPA is most effective when access policies and application segmentation are continuously refined. CyberOne provides structured optimisation and governance to ensure the service evolves with the threat landscape and organisational change.

This includes:

- Regular service reviews covering adoption, access trends, security outcomes, and prioritised improvement actions.
- KPI-style reporting to demonstrate reduced attack surface, improved access governance, and operational efficiency.
- Continuous refinement of application segments, access policies, device posture requirements, and authentication controls.
- Advisory support on extending ZPA capabilities, such as deception, isolation, or enhanced posture enforcement, where licensed and appropriate.

In-Scope Components (Typical)

CyberOne ZPA as a Service commonly includes the following components (final scope depends on licensing and operating model):

- ZPA App Connector deployment and lifecycle management.
- Identity provider integration and access policy enforcement.
- Application segmentation and private application publishing.
- User and group provisioning and entitlement management.
- Client Connector and clientless access configuration.
- Device posture evaluation where integrated.
- Analytics, diagnostics, and reporting.
- Direct escalation path with Zscaler support when required.

Deliverables

Deliverables are designed to support controlled rollout and long-term operation:

- ZPA design documentation covering architecture, connectors, identity integration, and segmentation model.
- Access policy and application segmentation artefacts.
- Rollout plan and playbook for pilot and phased deployment.
- Operational handover documentation, including support model and administration standards.
- Reporting and review pack aligned to security and access outcomes.

Prerequisites & Access Requirements

To deliver efficiently, CyberOne typically requires:

- Appropriate ZPA administrative access.
- Identity provider integration inputs (e.g. SAML, SCIM).
- Application inventory and access requirements.
- Network and hosting details for App Connector placement.
- Agreed change windows and communication approach.

Assumption (explicit): Zscaler Private Access licensing is in place or provided separately; this service focuses on design, deployment, management and optimisation rather than licence resale.

Out of Scope (To Prevent Scope Drift)

Unless explicitly agreed, the following are out of scope:

- End-user device build or general endpoint management.
- WAN or LAN redesign not directly required for ZPA.
- Full enterprise-wide rollout programme management where scoped for pilot deployment only.
- Non-ZPA platforms and unrelated security tooling.

Outcomes & Benefits

By adopting CyberOne ZPA as a Service, organisations typically achieve:

- Reduced attack surface through application-level access and Zero Trust enforcement.
- Elimination of inbound connectivity and reduced lateral movement risk.
- Improved user experience with fast, direct access to private applications.
- Simplified access architecture by reducing dependency on legacy VPNs.
- Stronger governance, visibility, and audit readiness for private application access.
- A scalable, future-ready access model aligned to Zero Trust principles.

Why CyberOne

- **Cyber Security Since 2005** - 20 years of demonstrable cyber experience across regulated industries, aligned to organisational, operational and regulatory needs.
- **Microsoft Security Leadership** - Top 100 Global Microsoft Security Partner, MISA member, trusted by Microsoft to deliver advanced protection, productivity and ROI.
- **Global SOC. Microsoft Verified Managed XDR** - CREST-accredited 24x7 Global Security Operations Centre delivering measurable detection, response and resilience with defined SLAs and outcomes.
- **Escalate Fast With NCSC-Accredited Response** - NCSC Cyber Incident Response available by retainer or call-off SoW, delivered by the same team that monitors you for faster coordination and simpler management.
- **Audit-Ready Compliance** - Timelines, approvals and evidence captured automatically with control mappings that integrate directly into audits and board packs.

CyberOne

- **Complete Visibility. Total Control** - Your data remains sovereign within your Microsoft tenant, with no third-party data storage. We access only your Microsoft log ingestion, giving you full control.
- **One Portal. Total Clarity. Performance-Led** - Live incidents, prioritised insights and board-ready reporting in Jerico - with measurable outcomes. No chasing. No guesswork.
- **Immediate Value. Long-Term Protection** -DevOps-driven onboarding applies baselines, detections, controls and playbooks fast. SOC maturity in 7 days or less for immediate protection.
- **Maximise Microsoft Investments** - Get ROI from your Microsoft licences, we raise utilisation today and rapidly adopt new capabilities to widen coverage and reduce effort.
- **Focus on Growth. Unlock Innovation** -Remove the operational security burden, enabling you to focus on innovation, transformation and measurable business impact.

ZPA as a Service

Secure, VPN-Less Access to Private Applications.
Reduce risk. Improve User Experience.

Powered by Zscaler Private Access (ZPA). Realised by CyberOne.

CyberOne delivers a Managed Zero Trust Access Service that connects users to only the private applications they need, never the whole network.

We design, deploy and operate Zscaler Private Access (ZPA) integrating with your chosen identity provider, then measure the outcomes that boards care about - risk reduction, user experience and time to value. Part of CyberOne's Managed Services suite that scale with your needs.

What is Zscaler Private Access?

Zscaler Private Access (ZPA) is a cloud service that brokers user-to-app connections over encrypted tunnels without exposing your network. Access is granted per app based on identity, device posture and policy, which cuts lateral movement and removes VPN friction.

Apps stay hidden behind outbound-only connectors with no inbound ports or public IPs, and ZPA supports most internal apps including client-server, Remote Desktop and SSH with either a lightweight client or a browser. It scales globally via the nearest Zscaler edge and works across data centres and multi-cloud without new hardware.

CyberOne integrates ZPA with Microsoft Entra ID for Identity Management and Conditional Access and with Microsoft Sentinel for centralised logging and analytics.

Key features of CyberOne's ZPA as a Service

Move from VPN to Zero Trust with a Managed Service focused on app-level access and user experience. CyberOne designs, deploys and runs ZPA in your environment, integrating with your chosen identity provider, device management and SIEM.

Deploy With Confidence

- Discovery, architecture and app segmentation built for least privilege.
- Certified Zscaler engineers, delivery to best-practice patterns.
- Phased rollout model from pilot groups to full onboarding.

Run With Confidence

- 24x7 monitoring, incident response and SLA-aligned support from our Global SOC.
- Continuous tuning and posture checks to maintain protection and performance.
- Real-time visibility of who accessed what, when and from where.

Grow With Confidence

- Monthly and quarterly service reviews with business-aligned KPIs.
- Rapid scale for new users, apps and sites without new hardware.
- Ongoing optimisation and feature enablement to maximise value.

Unlock Business Value: Outcomes You Can Expect From CyberOne

- **Lower Risk**
  Remove broad network access and shrink lateral movement.
- **Better User Experience**
  Fast, direct-to-application access without VPN delays or friction.
- **Operational Simplicity**
  Software-defined access that is easier to deploy, manage and audit.
- **Audit-Ready Evidence**
  Identity-centred logs and decisions your auditors can follow.
- **Faster Time To Value**
  Cloud delivery with production pilots in weeks, not quarters.
- **Reduced Cost & Complexity**
  Unified cloud platform delivering optimised access across to users and third parties without costly point solutions.

Why Choose CyberOne's ZPA as a Service?

Guaranteed Outcomes
SLAs that focus on time-to-access, policy coverage and user experience.

Zscaler Expertise You Can Trust
A certified Zscaler Delivery Partner, we have delivered successful deployments for some of the world's most admired brands and organisations.

Smooth VPN Migration
Structured migration playbook that reduces disruption and risk.

Ongoing Monitoring & Reporting
Board-ready insights, KPIs and continuous improvement cadence.

Microsoft Experts
Microsoft Intelligence Security Association Members with Verified Managed XDR solutions, ensuring we maximise existing Microsoft investments.

Quick Start: From Pilot To Scale

1 Plan:
Discover and confirm target apps and user groups, your identity provider (e.g. Microsoft Entra ID), device posture source (e.g. Microsoft Intune) and SIEM (e.g. Microsoft Sentinel).

2 Build Foundations:
Deploy ZPA tenant and outbound connectors. Configure Single Sign-On and Conditional Access, ingest compliance signals, stream logs and ready CyberOne SOC runbooks.

3 Pilot:
Enable 2–3 high-value apps for a small cohort. Validate policies, MFA prompts and posture. Monitor with SIEM, whilst CyberOne SOC watches real-time alerts and user experience.

4 Migrate
Migrate users and apps off VPN in phases. Retire where safe, tighten least privilege, align Identity access packages and update service desk workflows.

5 Run
24x7 Monitoring and Response from CyberOne SOC, monthly reviews and KPI reporting, continuous tuning and onboarding of new apps, sites and partners.

About CyberOne

CyberOne is a Microsoft Security Solution Partner and member of the Microsoft Intelligent Security Association (MISA). We deliver one of the UK's most advanced AI-augmented Managed eXtended Detection & Response (MXDR) services, recognised with Microsoft-verified Managed XDR solution status, enabling organisations to move with confidence from risk to resilience. Powered by Microsoft's market-leading security technologies and realised by CyberOne's accredited experts, we help businesses anticipate and contain modern threats so they can thrive.

With 24x7x365 Global SOC coverage, NCSC accredited Cyber Incident Response, CREST SOC and Penetration Testing accreditations and guaranteed SLAs, CyberOne combines Microsoft Security with expert consulting, professional and managed services to protect operations, achieve compliance and build lasting resilience.

Accreditations & Certifications

CyberOne's services are backed by the world's leading standards bodies including NCSC, CREST and ISO as well as our key technology partners, whilst our experts are backed by industry-leading certifications, cementing our role as leaders in cyber security.

CyberOne

hello@cyberone.security

+44 (0) 3452 757575

cyberone.security