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Zscaler Private Access™ GOV

Empower your workforce with fast, secure, and reliable access to private apps with the industry's first and only next-generation ZTNA

Zscaler redefines private application access with advanced connectivity, segmentation, and security capabilities to protect your agency from threats while providing a great user experience.

Legacy networking and security approaches fail the needs of today's hybrid workforce

Connecting users to private apps shouldn't be slow, complicated, or risky. Hybrid work and cloud transformation have upended perimeter-based network security models, with private applications moving to the cloud, and users accessing applications over the public internet, on any device, from any location. Traditional approaches that rely on legacy VPNs and firewalls to control application access have become ineffective in the cloud and mobile-first world.

By 2025, at least 70% of new remote access deployments will be served predominantly by zero trust network access (ZTNA) as opposed to archaic VPN services, up from less than 10% at the end of 2021, according to Gartner.

Benefits:

- **Boost hybrid workforce productivity**
  Get fast, seamless access to private apps whether you're at home, in the office, or anywhere
- **Mitigate the risk of a data breach**
  Minimize the attack surface and lateral movement by making applications invisible to the internet while enforcing least-privileged access
- **Stop the most advanced adversaries**
  First-of-its-kind private app protection and full inline traffic inspection minimize the risk of compromised users and active attackers
- **Extend zero trust across apps, workloads, and devices**
  The world's most complete ZTNA platform brings least-privileged access to private apps, workloads, and OT/IoT devices
- **Reduce operational complexity**
  Our cloud native platform eliminates legacy remote access solutions like VPNs that are difficult to scale, manage, and configure
- **Meet mandates with confidence**
  Federal agencies, including 13 of the 15 cabinet-level agencies, rely on ZPA for compliance with mandates such as M-22-09 and NIST 800-53

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Attackers can easily circumvent legacy network security approaches by taking advantage of the inherent trust and overly permissive access of traditional castle-and-moat architectures, including:

- **Legacy architecture can't scale or deliver a fast, seamless user experience:** VPNs require backhauling, which introduces cost, complexity, and too much latency for today's remote workforce
- **Traditional firewalls, VPNs, VDI, and private apps create a massive attack surface:** Attackers can discover and exploit vulnerable, externally exposed resources
- **Access to the full network allows free lateral movement:** VPNs put users on your network, giving attackers easy access to sensitive data
- **Compromised users and insider threats can bypass traditional controls:** Advanced attackers can steal credentials and subvert identity to access private apps with legacy remote access tools and first-generation ZTNA offerings

It's time to rethink how we securely and seamlessly connect users to the applications they need and redefine private application security with a new generation of ZTNA.

Zscaler Private Access™ (ZPA)

ZPA is the world's most deployed ZTNA platform, applying the principle of least privilege to give users secure, direct connectivity to private applications running on-premises or in the public cloud while eliminating unauthorized access and lateral movement. As a cloud native service built on a holistic security service edge (SSE) framework, ZPA can be deployed in a matter of hours to replace legacy VPNs and remote access tools to:

- **Deliver a superior user experience:** Connecting users directly to private apps eliminates slow, costly backhauling over legacy VPNs while continuously monitoring and proactively resolving user experience issues
- **Minimize the attack surface:** Applications are made invisible to the internet preventing unauthorized users and devices from discovering them. The inside-out connections between user and app ensures apps and IPs are never exposed
- **Enforce least-privileged access:** Application access is determined by identity and context—not an IP address—and users are never put on the network for access
- **Eliminate lateral movement:** Applications are segmented so that users can only access a specific app, helping limit lateral movement
- **Stop cyberattacks with complete inspection:** Private app traffic is inspected inline to prevent the most prevalent web attack techniques
- **Prevent data loss:** Integrated DLP for private apps, advanced incident response and data classification to protect crown jewel apps
- **Detect compromised users and devices:** Integrated decoys work to quickly identify and remove malicious users and devices

By 2025, at least 70% of new remote access deployments will be served predominantly by zero trust network access (ZTNA).

— Gartner

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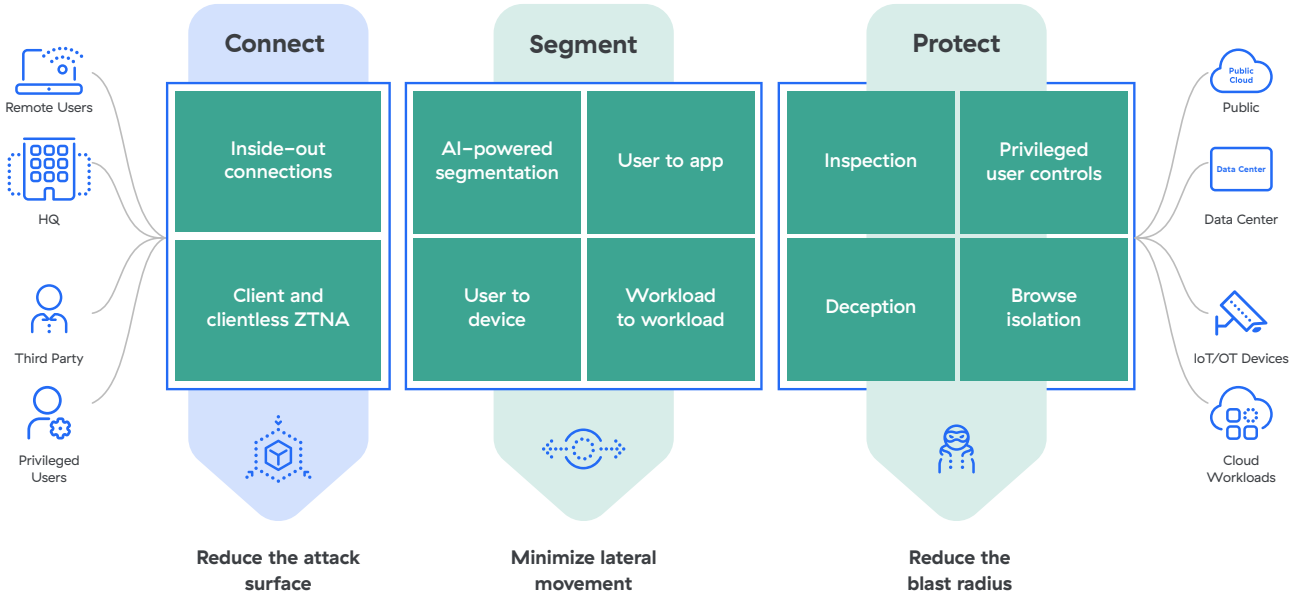
How ZPA Addresses Emerging Use Cases for ZTNA



Key Use Cases

VPN alternative

VPNs were not designed with security, scalability, or user experience in mind. Traditionally, VPNs backhaul all remote user traffic to data centers that could be thousands of miles away, resulting in latency and user frustration. Once connected, VPNs tunnel users past the firewall and place them on the same network as your applications, which allows for free lateral movement.

ZPA overcomes these challenges by providing fast, direct access to applications without the security risks inherent to VPN. Its inside-out connectivity ensures app access is decoupled from network access while eliminating internet-facing footprint. ZPA connects users to applications, not networks, and users can only access named apps, with no ability to move laterally. ZPA's cloud native design means IT teams can eliminate inbound gateway appliances like load balancers, VPN concentrators, and other security devices, reducing costs, complexity, and management overhead.

Secure hybrid workforce

In the modern workforce, users work from their homes and other remote locations, branch offices, and headquarters, challenging legacy security paradigms. ZPA enables seamless and secure access to private apps from wherever they need to work, on any device. On-campus users benefit from an identical experience through ZPA Private Service Edge.

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ZPA Private Service Edge enables you to deploy the power of the cloud to your premises, enforcing the same security controls as your remote users with the same high performance. ZPA is now able to provide Universal ZTNA capabilities for a fast and consistent user experience. Moreover, with digital experience monitoring, you gain real-time visibility into performance degradation and outages, enabling productive hybrid work. As part of the Zscaler Zero Trust Exchange™, users benefit from an integrated SSE platform for safe, fast, and direct access to the internet, SaaS, workloads, devices, and private apps.

Third-party access/VDI alternative
In the past, third-party access relied on clunky, costly virtual desktop infrastructure (VDI) or other remote desktop clients, such as RDP, SSH, or VNC, which put users directly on your network and exposed internal systems to untrusted devices. ZPA's Clientless Access capabilities make third-party access as effortless as accessing the web while reducing costs and minimizing risks. Your vendors, contractors, and partners can freely use any web browser from their own devices to connect to intranet websites, internal systems, and equipment—no client needed. It keeps third-party users and unmanaged devices isolated from your network and applications, ensuring sensitive data is never outside your control and is protected from unauthorized copy/paste, printing, and upload/download. With Clientless Access, IT can deliver a better and more secure experience for users without incurring the costs of managing legacy VDI.

Secure access for OT and IoT for government
Connected devices and smart technology are pivotal to enhancing the efficiency and effectiveness of public sector organizations, from optimizing critical infrastructure management to transforming remote education and smart city initiatives. ZPA enables fast, secure, and reliable access to OT and IoT for government environments from field locations, or anywhere else. ZPA for IoT & OT provides fully isolated, clientless remote desktop access to internal RDP, SSH, and VNC target systems—without requiring users to install a client on their device.

Secure workload-to-workload connectivity
Modern organizations require fast, secure workload-to-workload connectivity across private, hybrid, and multicloud environments. ZPA for Workloads reduces operational complexity and cost while enacting zero trust-based connectivity for workloads across all these environments. Because workloads are hidden behind ZPA, they are invisible to the internet and impossible to attack.

Zero Trust Branch Connectivity
Zero Trust Branch Connectivity securely connects branches and data centers without the complexity of VPNs, ensuring zero trust access between users, IoT/OT devices, and applications based on agency policies. It eliminates the attack surface and prevents lateral threat movement by connecting users and IoT/OT devices to applications through the Zero Trust Exchange. Zero Trust Branch Connectivity dramatically simplifies branch communications by eliminating complex routing, VPNs, and firewalls while allowing for flexible forwarding and simple policy management with the proven ZIA and ZPA policy framework.

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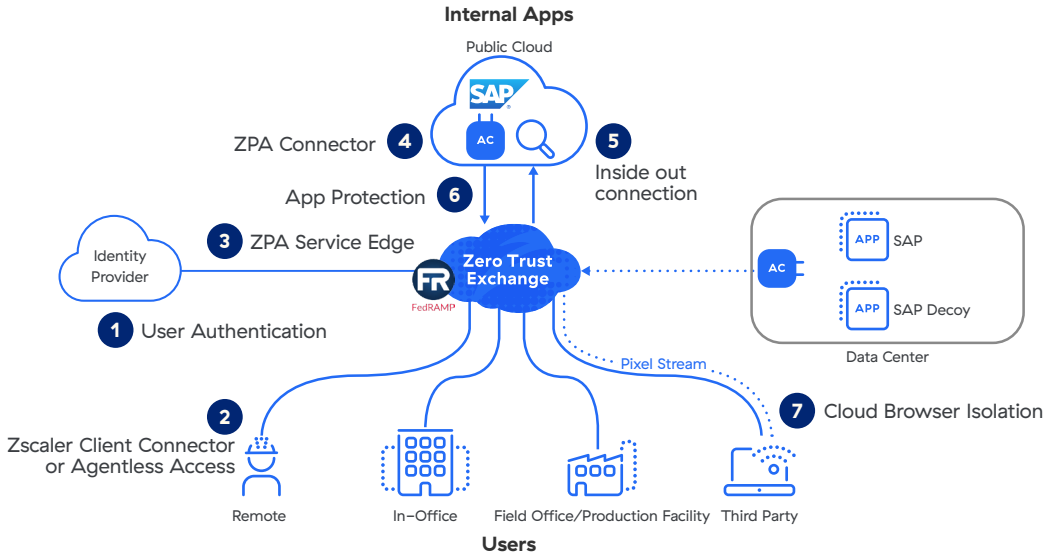
ZPA extends least-privileged access across the entire enterprise



How it works

When a user (employee, vendor, partner, or contractor) attempts to access an internal application, ZPA provides secure, direct connectivity by following these steps:

1. The user is authenticating with IdP using their existing SAML SSO credentials.
2. The user's device posture is verified with Zscaler Client Connector, a lightweight forwarding agent installed on the user's laptop or mobile device. ZPA can also ingest device posture via third-party integration with all major EPP/EDR/XDR providers (e.g. CrowdStrike, Microsoft Defender, SentinelOne).
3. The Zscaler app forwards the user's traffic to the closest ZPA Service Edge, which acts as a broker, where the user's security and access policies are checked.
4. Next, the ZPA Service Edge determines the application in closest proximity to the user and establishes a secure connection to a ZPA App Connector, a lightweight virtual machine installed in the environment that hosts servers and applications.
5. Two outbound tunnels, one from the Client Connector on the device and the other from the App Connector, are stitched together by the ZPA Service Edge.
6. Once a connection is established between the user's device and the application, App Connector automatically inspects the traffic inline to detect and stop potential threats coming from users or devices that may have been compromised.
7. Additionally, third-party users can connect to private applications with integrated browser-based access or Zscaler Browser Isolation for clientless access on unmanaged devices.

A ZPA Service Edge can either be hosted by Zscaler in the cloud (ZPA Public Service Edge) or run on-premises within your infrastructure (ZPA Private Service Edge). In either case, the service edge is managed by Zscaler without requiring any appliances.

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Core Capabilities

Risk-based policy engine	Continuously validate access policies based on user, device, content, and application risk posture with a powerful native policy engine to ensure only valid, authenticated users can access private applications.
Unified client and clientless access	Choose the optimal method of protection for your hybrid environment. Client-based access ensures managed users are protected even when off the agency network through the lightweight Zscaler Client Connector agent. Clientless access provides unmanaged users with frictionless app access from any device and web browser.
Browser Access	Allow BYOD and third-party users to freely use their own devices to seamlessly and securely access internal apps leveraging any web browser, no client needed.
On-campus ZTNA	Experience ZTNA for on-campus users, securely connecting users to applications in your offices. Universal ZTNA ensures consistent access and policies for users irrespective of the location of the users and the applications.
Disaster Recovery	Ensure uninterrupted access to mission-critical applications even during a black swan event with a customer-controlled business continuity solution, creating the access path to critical private applications through ZPA Private Service Edge.
App discovery	Automatically discover and catalog applications using specific domain names and IP subnets to get granular insight into your private application estate and potential attack surface.
User-to-app segmentation	Ensure all application access is granted on a need-to-know, least-privileged basis with user-to-app segmentation. Provide authorized users secure access to specific named applications, without ever placing users on the network. Avoid the need for complicated network segmentation with internal firewalls.
User-to-device segmentation	Ensure all access to OT/IoT equipment and systems is granted on a least-privileged basis with user-to-device segmentation. Enable third-party vendors and remote users to connect to equipment from any location with ZPA for IoT and OT.
AppProtection	Protect private apps and infrastructure against the most prevalent attacks with high-performance, inline security inspection of the entire application payload that exposes threats. Identify and block known web security risks, such as the OWASP Top 10, and emerging zero-day vulnerabilities that can bypass traditional network security controls.
Integrated Cloud Browser Isolation	Provide air-gapped, clientless access to critical web applications for contractors and employees using BYOD. Ensure unmanaged endpoints with vulnerabilities or malware infections do not compromise your network or applications. Enforce data exfiltration controls (copy/paste, printing, upload/download) to prevent sensitive data loss.
Threat and data protection	Reduce the risk of threats with full content inspection. Find and control sensitive data across the user-to-app connection.
Zero Trust SD-WAN	Securely connect branches, factories, and data centers without the complexity of VPNs, ensuring zero trust access between users, IoT/OT devices and applications based on agency policies.

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Benefits

Minimize the attack surface
Eliminating vulnerable VPNs and making apps invisible to the internet renders it impossible for unauthorized users to find and attack them. ZPA creates a segment of one between an authorized user and a specific private app, removing all inbound connectivity and allowing only inside-out connections via encrypted microtunnels to users' devices. Admins can automatically discover and segment rogue applications, services, and workloads using application discovery, further reducing the attack surface.

Minimize lateral movement
Connectivity based on least-privileged access ensures application access is granted on a one-to-one basis from an authorized user to named applications, rather than full access to the network. Therefore, lateral movement between apps or across the network is impossible. As ZPA is not based on IP addresses, the need to set up and manage complex network segmentation, access control lists (ACLs), firewall policies, or network address translations is eliminated.

Prevent compromised users, insider threats, and advanced attackers
First-of-its-kind private app protection, with integrated inline inspection, and data loss prevention capabilities, minimizes the risk of compromised users and active attackers. ZPA automatically stops web attacks with complete coverage for the most prevalent techniques, including the OWASP Top 10, and full custom signature support for immediate virtual patching against zero-day vulnerabilities.

ZPA minimizes third-party and BYOD risks with fully isolated access to applications that keeps sensitive data off unmanaged devices using integrated cloud browser isolation.

Deliver an exceptional user experience
Consistently fast connectivity that doesn't require logging in and out of VPN clients gives remote users a more secure and efficient access experience. Third-party contractors, vendors, and partners benefit from frictionless access from any device and web browser without the need to install a client. Users enroll with their existing SSO credentials (Azure AD, Okta, Ping, etc.) Additionally, administrators can keep users productive by proactively detecting and resolving end user performance issues caused by private app access difficulties, network path outages, or network congestion.

A unified platform for secure access across apps, workloads, and devices
Extend zero trust across private apps, workloads, and OT/IoT devices to simplify and integrate multiple disjointed remote access tools, unifying security and access policies to stop breaches and reduce operational complexity.

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Zscaler Private Access Editions

	ZPA Essentials Edition	ZPA Business Edition	ZPA Transformation Edition
Platform services	Source IP Anchoring, Multiple IdP, LSS	(+) Extended DC Access	(+) Test Environment, Customer PKI
User-to-app segmentation	10 App Segments	500 App Segments	Unlimited App Segments
App Connector	20 Pairs	50 Pairs	Unlimited Pairs
On-campus ZTNA[1]	1 Pair (Virtual)	1 pair Private Service Edge per 5,000 users	1 Pair Private Service Edge per 2,000 users
Clientless Access[2]	—	✓	✓
Integrated digital experience monitoring	—	Standard	Standard
AppProtection	—	—	✓
Integrated isolation	—	—	Standard
Data protection (private apps)	—	—	✓
Premium support	—	—	✓

Key differentiators

As the industry's only next-generation ZTNA platform, Zscaler Private Access delivers superior security with an unrivaled user experience:

- **Built from the ground up for least-privileged access:** Allow authorized users to connect only to approved resources, not your network—which is impossible with legacy VPNs
- **Apps become invisible and inaccessible to attackers:** Stop app compromise, data theft, and lateral movement by making private apps, workloads, and devices invisible to the public internet
- **Full inline inspection:** Protect your applications by identifying and stopping exploitation of private apps, automatically preventing the most prevalent web attacks while protecting your data with industry-leading DLP
- **Clientless access:** Leverage browser-based access for third parties with integrated DLP
- **Improved productivity:** Maintain complete visibility into access for private apps to detect user issues that impact user experience
- **Trusted compliance:** The most accredited cloud security platform in the world including FedRAMP High and Moderate authorizations

[1]ZPA Business Edition supports up to 5 Private Service Edge Pairs; required to buy additional pairs after 50,000 users. ZPA Transformation Edition supports up to 10 Private Service Edge Pairs; required to buy additional pairs after 50,000 users. ZPA Unlimited Edition supports up to 50 Private Service Edge Pairs; required to buy additional pairs after 50,000 users.

[2]Clientless Access includes Browser Access and Privileged Remote Access (for up to 10 systems).

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- **Cloud native foundation:** Leverage the scalability of a cloud-delivered platform without costly on-premises appliances or complex infrastructure as your agency modernizes
- **Unified ZTNA platform for users, workloads, and devices:** Securely connect to private apps, services, and OT devices with the industry's most comprehensive ZTNA platform
- **Part of an extensible zero trust platform:** Protect and empower your business with the Zero Trust Exchange, built on a complete SSE framework

Foundational components

Zscaler Client Connector
Client Connector is a lightweight application that runs on users' laptops and mobile devices. By automatically forwarding user traffic to the closest Zscaler Service Edge, it ensures that security and access policies are enforced across all devices, locations, and applications.

Zscaler Branch Connector
Branch Connector, available in physical and virtual appliance form factors, improves application performance by eliminating backhaul and forwarding all branch and data center traffic directly to the closest Zscaler edge location, minimizing latency. It allows for bidirectional communication between users, servers, and IoT/OT devices—where Client Connector cannot be installed—and applications, over any network via the Zero Trust Exchange.

Zscaler Clientless Access
Users can securely connect to apps, workloads, and OT devices via integrated browser-based access (web, RDP, SSH, VNC).

ZPA App Connector
App Connectors are lightweight virtual machines that sit in front of private applications deployed in the data center or public cloud, brokering security connectivity between an authorized user and a named app with an inside-out connection that doesn't expose apps to the internet.

ZPA Service Edges
Service Edges enforce security and access policies, stitching together the inside-out connection between an authorized user (via Client Connector and Browser Access) and a specific private application (via App Connector). Most customers use our Public Service Edges, which are hosted in more than 160 exchanges around the world and handle millions of concurrent users for the world's largest organizations. Private Service Edges, managed by Zscaler, are also available to be hosted on-site to provide on-premises users with the shortest path to on-premises applications without leaving the local network.

Gartner

Zscaler was named a Leader in the Gartner Magic Quadrant for SSE in 2022 and 2023.

Learn More →

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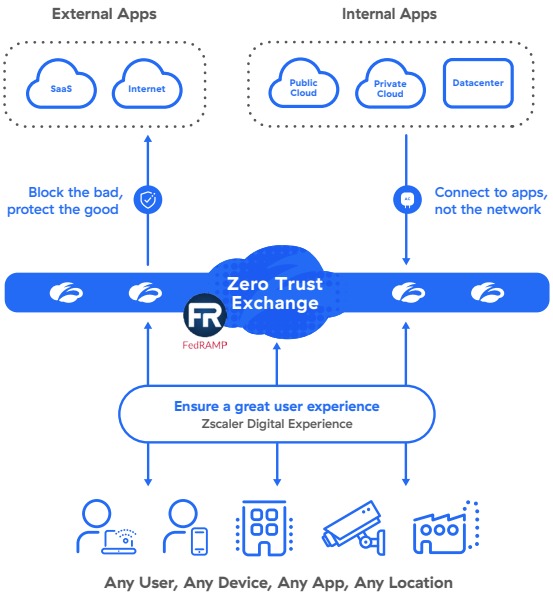
ZPA is part of the holistic Zero Trust Exchange

The Zscaler Zero Trust Exchange is a cloud native platform that powers a complete security service edge (SSE) to connect users, workloads, and devices without putting them on the agency network. It reduces the security risks and complexity associated with perimeter-based security solutions that extend the network, expand the attack surface, increase the risk of lateral threat movement, and fail to prevent data loss.

How Zscaler delivers zero trust for users, workloads, and IoT/OT

Deploy in weeks to enhance cyber protection and user experience



Technical Specifications

Zscaler Component	Supported Platforms & Systems	
Client Connector	Windows 7 or later macOS 10.10 or later Android 5.0 or later	CentOS 8 Ubuntu 20.04 iOS 9 or later
Branch Connector	Centos, Redhat	VMware vCenter or vSphere Hypervisor
Clientless Access	Modern web browsers: (HTML 5-capable)	Chrome Edge FireFox
App Connector	AWS CentOS, Oracle, and Red Hat Microsoft Azure	Microsoft Hyper-V VMware vCenter or vSphere Hypervisor Docker host

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About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so that customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 150 data centers globally, the SASE-based Zero Trust Exchange is the world's largest inline cloud security platform. Learn more at **zscaler.com** or follow us on Twitter **@zscaler**.

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