

Business Continuity Cloud for Zscaler Environment



AT-A-GLANCE

Ensure business continuity with a fully isolated cloud for ZIA and ZPA

Business Challenge

SaaS or cloud native platforms are engineered for high availability; however, critical failures leading to large-scale outages, such as those caused by carrier failures or cyberattacks targeting global cloud infrastructure or major internet links, can severely impact revenue, customers, and employees instantaneously.

Failure Scenarios

Customers typically face four failure scenarios. The Zscaler Zero Trust Exchange is designed for resilience against any failure. Zscaler's standard Service Level Agreements (SLAs) cover the first three scenarios: component failure, blackout, and brownout. However, less frequent but more critical events—such as widespread cyberattacks or internet infrastructure failures—require a specialized approach. This need is addressed by Zscaler's Business Continuity Cloud offering.



Component Failure

Small failure: Lowest impact on user experience and the business



Blackout

Complete data center/network outage that halts ops and revenue



Brownout

Service degradation with intermittent connectivity or slow performance



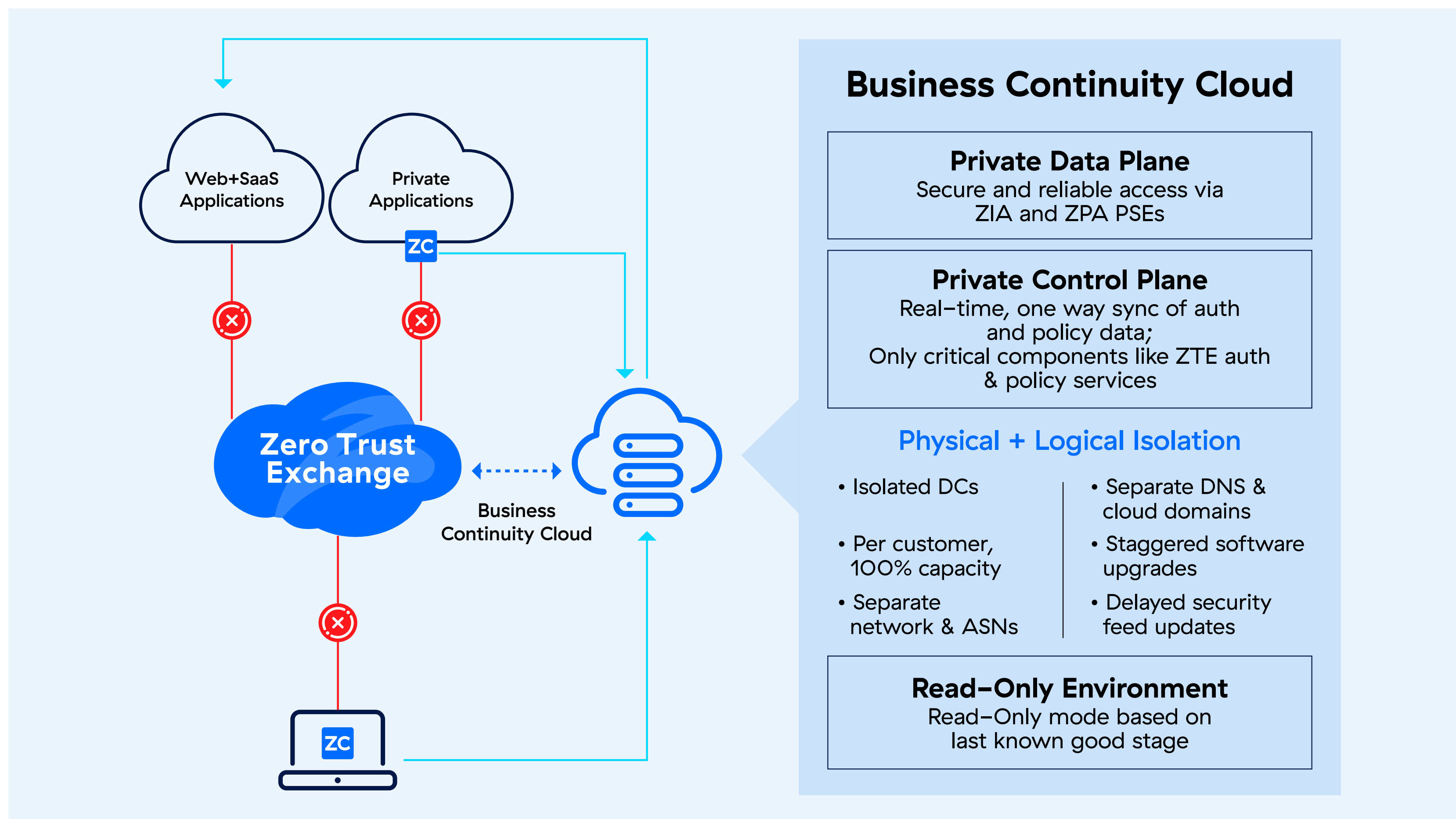
Critical Failure

Cyberattack widespread infrastructure failure or supply chain breakdown



Solution

The Business Continuity Cloud (BCC) provides an added layer of business continuity with customer specific backup instances that are isolated from the Zscaler's primary cloud. This is important for maintaining operations during critical, large-scale disruptions. Critical failures can result from events such as global network outages, infrastructure failures, widespread cyberattacks, or DNS failures and often require specific backup instances beyond the scope of standard service-level agreements (SLAs). Operating on infrastructure that is both physically and logically distinct from the Zero Trust Exchange platform, the BCC solution guarantees a fully redundant environment.





Key Benefits

Deliver consistent user experience: With Zscaler Business Continuity Cloud, users avoid the re-login, downtime, and session interruptions common in multi-vendor environments. This seamless continuity minimizes the impact of critical failures on user productivity and experience.

Maintain security with zero trust: The Zscaler Business Continuity Cloud offers a streamlined approach compared to multi-vendor solutions. It maintains your existing security policies and application connectivity, ensuring continuous protection during outages and disruptions. This is achieved without the need for separate security policies, multiple logins,

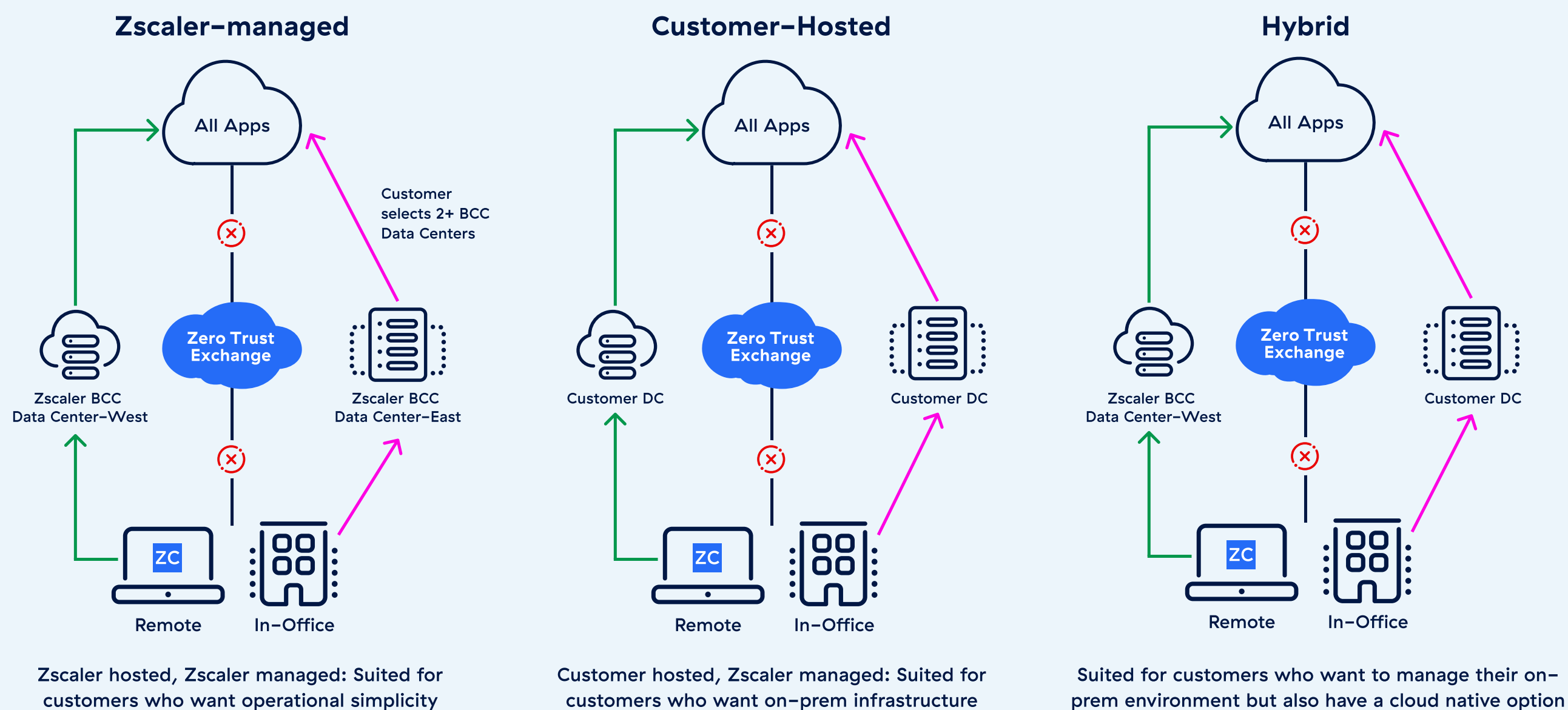
or additional endpoint agents, unlike the complexities often associated with a multi-vendor strategy.

Cost Savings and Simplicity: Eliminate complex, multi-vendor backup systems to reduce costs and streamline operations. This will improve end user experience, ensure consistent security policies, and remove the need for manual failovers.

Compliance Assurance: Ensure continued adherence to regulatory requirements and SLA obligations like DORA, Australia CPS 230, and ISO 22301 even in the event of critical failures.

Deployment Options

Zscaler offers three deployment options for implementing Business Continuity Cloud for both ZIA and ZPA



Business Continuity Packaging

Here is what you need to buy Business Continuity Cloud from Zscaler:

Product	Deployment Method	SKUs needed	
Zscaler Business Continuity Cloud	Zscaler managed (ZIA & ZPA)	ZS-MGD-BCC-PRE	ZS-MGD-BCC-HW-PRE
	Customer Hosted: ZPA <u>Only</u>	ZS-ZPA-BC-ADVANCED-PRE	X
	Customer Hosted: ZIA <u>Only</u>	X	ZIA-SVC-EDGE-3/5

Conclusion

For Zscaler customers, Zscaler Business Continuity Cloud is the superior choice for business continuity for the following three reasons:

- Automated failover during a failure delivers a seamless user experience
- Does not require additional policy infrastructure and maintains consistent security posture during critical failures
- A fully isolated solution delivers full redundancy and compliance without having to manage multiple vendors

For more information, please read our detailed solution brief.

About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange™ platform 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 SSE-based Zero Trust Exchange™ is the world's largest in-line cloud security platform. Learn more at zscaler.com or follow us on Twitter @zscaler.

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Stay Secure.**