Experience Center Resilience Guide



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WHITEPAPER

Overview

Trust is paramount when adopting cloud services to support mission-critical systems and capabilities. It's essential to have confidence that your cloud provider is not only available and scalable but also resilient, reliable, and as dedicated to security and compliance as your organization.

Experience Center, our unified Zscaler console, is a mission-critical management and visibility layer designed with trust at its core. We have carefully crafted the technology, streamlined processes, and assembled the expertise needed to offer our customers a suite of best-in-class solutions that adhere to the following standards:

- **Built for Web Scale:** Architected to handle massive data volumes and provide a seamless experience for global enterprises, scaling dynamically to meet demand.
- **Availability:** Built for 24/7/365 operations with negligible downtime and a design that eliminates the need for maintenance windows.
- **Secure:** Rigorously audited and managed by a world-class security team to ensure the integrity of your management data.
- **Constantly Evolving:** Enabling new capabilities and rapid innovation while insulating your organization from the ever-changing IT landscape.

Resilient Architecture

The key feature of the Zscaler platform architecture is its fully multitenant design, where customers share a common underlying environment. This approach enables significant economies of scale, allowing Zscaler to build a highly robust infrastructure with advanced redundancy, comprehensive monitoring, and streamlined processes.

Each customer environment is a self-contained unit which encompasses all components needed to operate the deployment. These environments are capable of functioning independently, forming a critical part of our availability strategy by minimizing the impact of potential outages. Within an instance, the architecture is organized logically into three primary tiers:

- **Front-End Tier:** Includes proxy load balancers, ingress controllers, and firewall services to manage global traffic efficiently.
- **Application Tier:** Houses the core software that powers the unified Experience Center console and manages the synthesis of data and user configurations.
- **Database Tier:** Features optimized database services tailored for high-performance data retrieval and storage.

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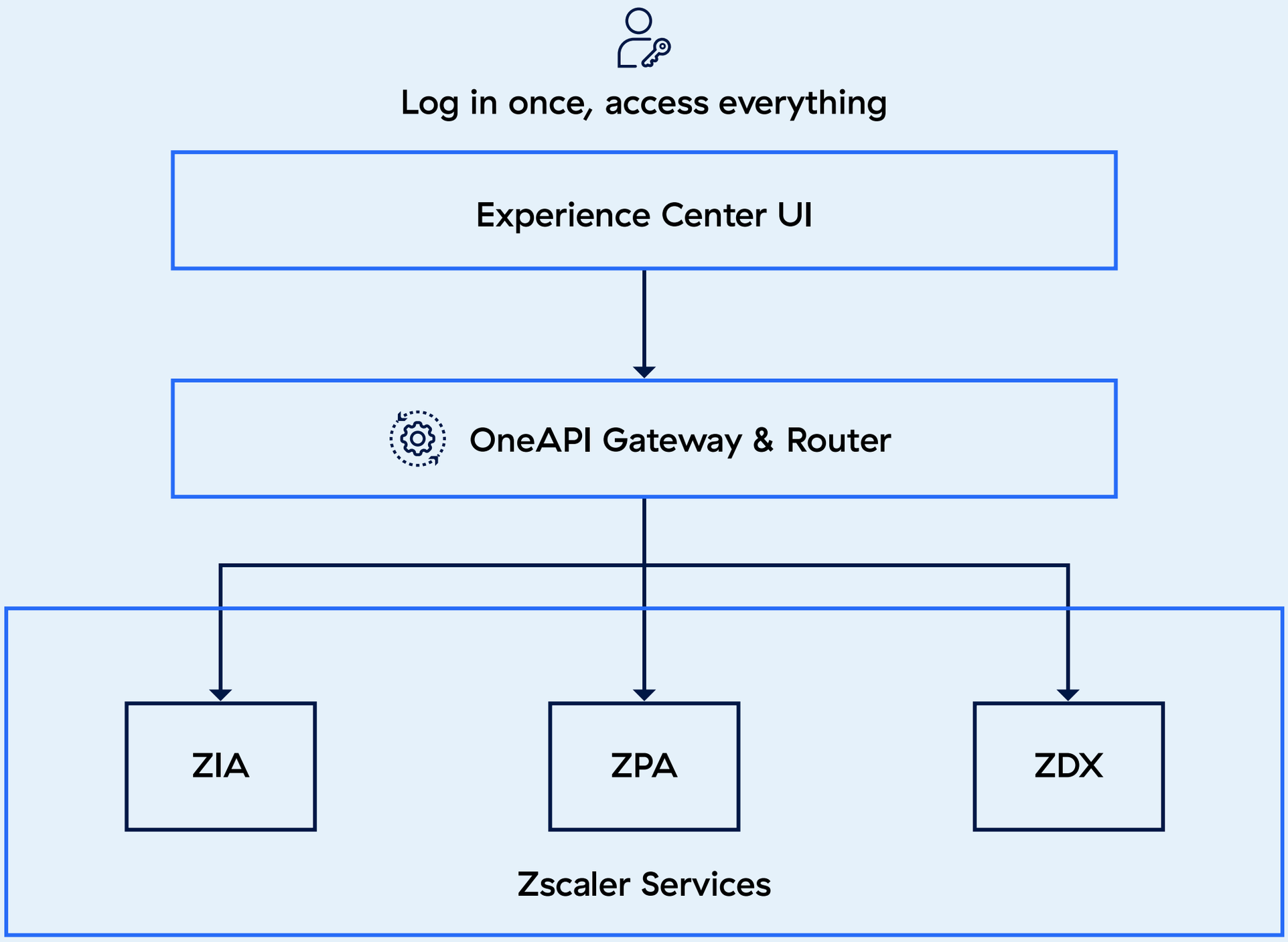

Hosting and Redundancy:

The Zscaler platform, which includes Experience Center, is hosted on Amazon Web Services (AWS), utilizing multiple Availability Zones (AZs) and geographically distributed regions (including US East, US West, EU Central, and EU West). This design ensures exceptional scalability and reliability, using Amazon Route 53 for global traffic routing to ensure users are always directed to the most performant and available instance.

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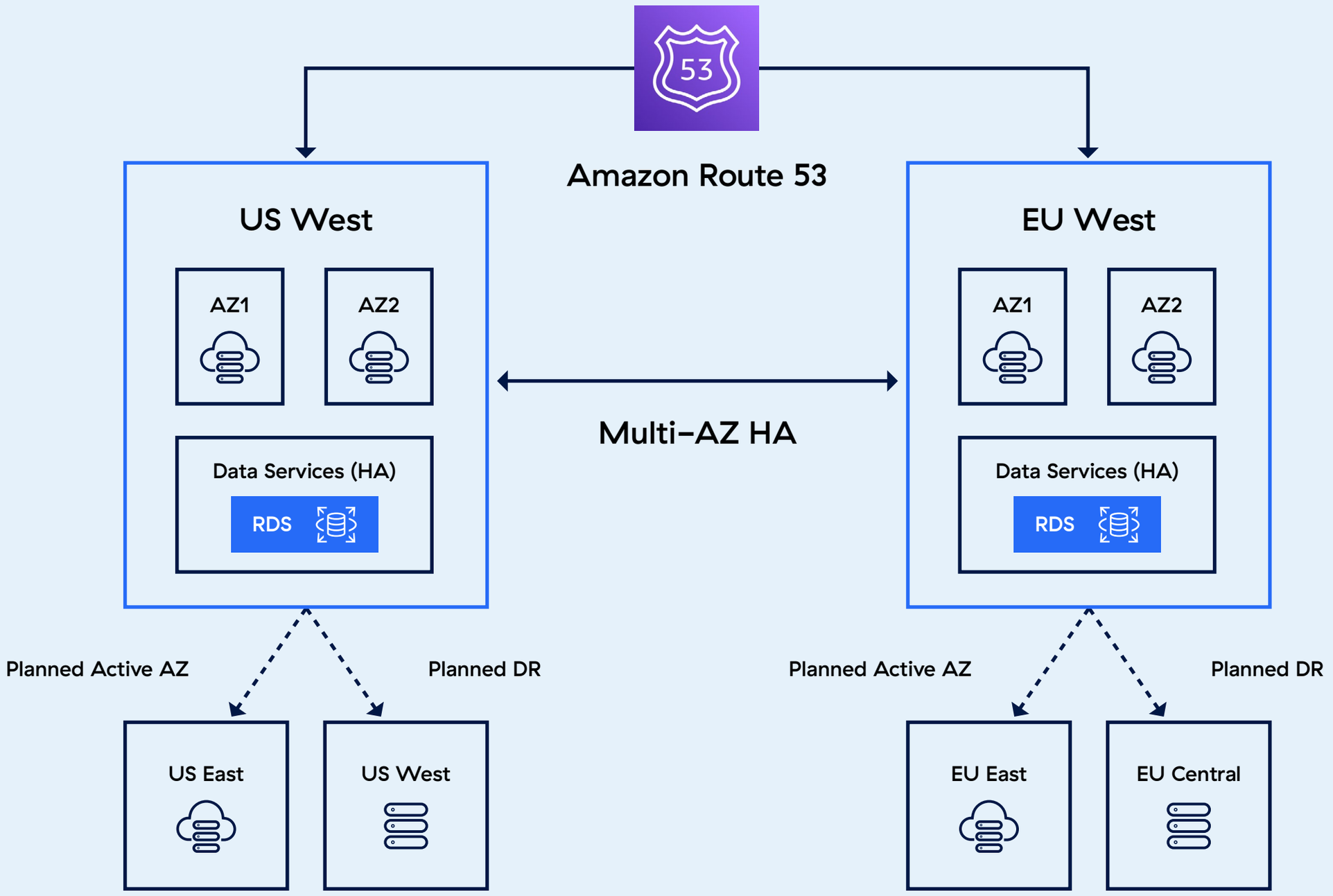

Stateful Services

To ensure resilience, all Zscaler platform web and application components are functionally stateless. Consequently, any server above the database layer can process any request. This flexibility enables the Zscaler platform to dynamically respond to fluctuations in demand and seamlessly reroute traffic from failed services to other active systems. Requests are queued and handled by available resources, ensuring that failures are transparent to users. If an application server fails, requests are automatically forwarded to a working server for retry.

Databases Optimized for Functionality

While stateless components can be added or removed at any time, the database layer must maintain state and manage transactions to ensure customer data remains intact. Zscaler's high-availability configuration eliminates single points of failure:

- Database instances are spread across multiple Availability Zones; if one instance goes down, others take over immediately.
- In the event a primary region fails, a secondary region is promoted to act as Primary, ensuring that configuration data and historical insights remain available.

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No Single Points of Failure

SERVICE DISRUPTIONS

Our platform is built with a strong commitment to high availability. While occasional challenges may arise, we see each as an opportunity to learn, adapt, and improve. We proactively address potential issues and implement robust measures to enhance reliability, embracing the ongoing journey toward perfection.

Team Readiness and Support

Recovering service during an incident depends on Zscaler team members who are prepared to provide support. Zscaler takes proactive measures to ensure that critical engineering teams are geographically distributed, reducing the impact of regional disasters. Each team is equipped with diverse communication channels to coordinate effectively even if production or corporate services are lost.

Data Backup

Replication across multiple zones and regions provides high availability, but Zscaler also protects against catastrophic infrastructure failure or data corruption. We take frequent database snapshots and store them in encrypted, read-only, protected accounts. These backups serve as a failsafe that enables Zscaler to fully restore service under any circumstances.

Platform with Continuous Availability

UNINTERRUPTED AVAILABILITY WITHOUT SCHEDULED DOWNTIME

At Zscaler, we believe consistent availability should be paired with the ability to deliver continuous innovation. We have overcome the challenge of balancing updates with uptime by implementing a Canary Release Architecture and a fully automated testing and deployment process.

1. **Rigorous Testing:** Every code change undergoes comprehensive functional and security tests.

2. **Phased Rollout:** Once cleared, code moves to developer environments, then to a Beta environment for customer acceptance testing.

3. **Production:** Following a designated preview period, updates are moved to production. This methodology allows us to deliver continuous innovation without planned maintenance interruptions.

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Real-Time Monitoring

Disasters typically stem from a series of interrelated events. Early intervention is essential, which is why the Zscaler platform includes proactive service monitoring across two layers:

- **External Monitoring:** Zscaler utilizes globally distributed test agents to continuously monitor application performance and console reachability, providing a constant stream of real-time data.

- **Internal Monitoring:** We deploy fine-grained internal monitors to detect system issues at the sub-system level. These are often more sensitive than external monitors and detect issues before they impact site performance.

Rapid Disaster Recovery

Zscaler ensures that visibility and management data remain available at all times. In the event of an unexpected challenge, Zscaler provides the following Mean Time to Recover (MTTR) standards:

- 30-minute MTTR for core console access and visibility services.

- 1-hour MTTR for complete service restoration.

Zscaler performs disaster recovery testing on a regular basis to ensure our teams are prepared to handle emergencies and that data can be restored without issue.

Final Thoughts

Zscaler's high availability architecture exemplifies a robust, scalable, and secure platform designed to meet the demanding requirements of enterprise management. By leveraging a multi-tenant architecture, stateless services, and proactive recovery measures, Zscaler ensures unparalleled reliability. Our commitment to eliminating single points of failure and delivering continuous innovation reaffirms Zscaler's dedication to securing mission-critical operations with trust and confidence.

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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