Zscaler Support Essentials

DATA & AI   **CLOUD & INFRASTRUCTURE**   APPS AND INTEGRATIONS   DIGITAL WORKPLACE

Business challenge

As businesses increasingly rely on cloud-based applications and remote work, the need for secure and seamless access to data becomes critical. Zscaler's cloud-native platform addresses this need by offering secure access through a Zero-Trust model. Additionally, businesses require expert support for fast issue resolution and continuous optimization to ensure their operations run smoothly.

How we help

Insight's Zscaler Support Essentials provides a single point of contact and a dedicated support portal for qualified and certified engineers that deliver round-the-clock support for Zscaler products. With expert support, you're able to increase your operational efficiency, optimize your Zscaler solutions and ensure security across your organization.

Features

- Single point of contact
- Cost-effective real-time support for streamlined issue resolution
- Fast access to engineers with no triage
- Full visibility through web-based tools for opening and tracking tickets

- 24x7 incident management
- Client Success Manager
- Technical Resolve and Escalation Support
- Add-On Health Assessment
- Service Level Agreements (SLAs)

Benefits

Offload teams and cut complexity with comprehensive support services from dedicated expert engineers.

Work without disruption with user traffic processing during maintenance, ensuring high availability and minimal downtime
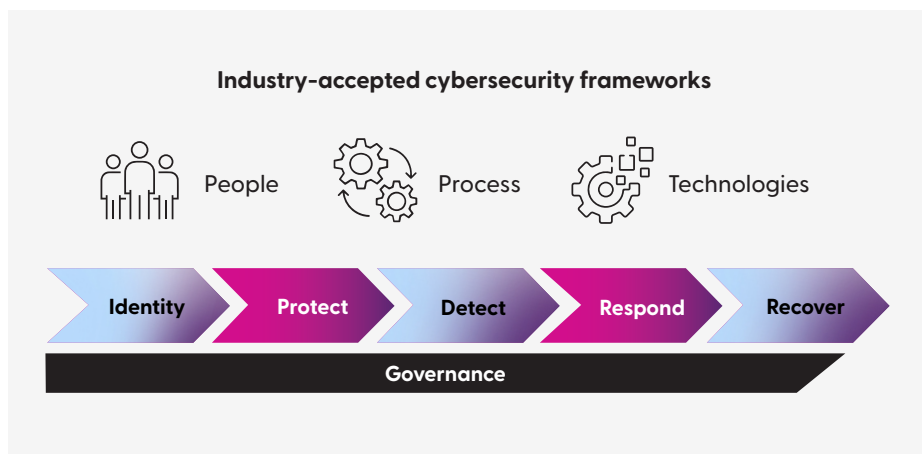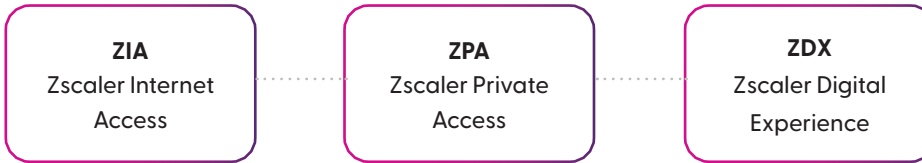
Adapt quickly to changing needs with regular updates and enhancements, and weekly service updates for cloud optimization, feature enablement, and service tuning.

Strengthen security with proactive issue resolution; Insight and Zscaler will help you address potential issues before they impact operations.

Insight.

insight.com

Experts you can count on

Zscaler Support Essentials coverage areas

ZIA	ZPA	ZDX
Zscaler Internet Access	Zscaler Private Access	Zscaler Digital Experience

Industry-accepted cybersecurity frameworks

People · Process · Technologies

Identity → Protect → Detect → Respond → Recover

Governance

Related services

Strategy & Governance
Advisory, GRC, Testing

Managed Security
SIEM, SOAR, XDR, CTEM

Security across technology solutions
Infrastructure, Network, Data, Applications, IAM

Strengthen security in a rapidly changing world.

At Insight, we consider security in everything we do. When you partner with us, you also get support with everything from business continuity and disaster recovery planning to developing a robust cybersecurity strategy. Together, we'll help you reduce risks, minimize risk impact, and improve threat visibility and management.

Cybersecurity Services outcomes:

- Reduce risk of security threats.
- Minimize the spread of a potential threat.
- Improve threat visibility.
- Efficiently manage technology assets.
- Prepare for a potential disaster (natural or otherwise).
- Minimize incident impact.
- Recover rapidly post-incident.
- Prepare for or meet regulatory requirements.

Why Insight?

Insight Enterprises is a leading Solutions Integrator that helps clients solve technology challenges by combining the right hardware, software, and services. As a Fortune 500 technology company, backed by 35+ years of expertise and a deep network of 6,000+ partners, we deliver secure, end-to-end IT solutions for organizations around the world.