Principle Networks
ZSCALER MANAGED SERVICES

Principle Networks Zscaler Managed Services

Principle Networks is one of the UK's highest accredited Zscaler Managed Security Service Providers (MSSP), with certified authorisations in Delivery Services, Managed Services, and the Data Security Delivery Specialisation.

We are fully committed to delivering high-quality, structured, and adaptable Zscaler Managed Services that meet the governance, operational, and technical needs of our customers. Our approach is built on ISO 20000-1 and ISO 27001:2022 accredited service management and information security

Zscaler Expertise

We have extensive experience deploying and operating the full Zscaler product suite, including:

- ZIA (Zscaler Internet Access)
- ZPA (Zscaler Private Access)
- DLP (Data Loss Prevention)
- SSE (Security Service Edge)
- SSPM (SaaS Security Posture Management)
- App Connectors

Our expertise ensures seamless integration with your broader **network, identity, and security infrastructure.**

Dedicated Zscaler Practice

Our customers benefit from direct access to certified professionals across sales, pre-sales, support, and engineering. Pre-approved consultancy time goes beyond fault resolution, enabling continuous evolution of your Zscaler implementation to meet or exceed security standards.

On-Demand Expertise

Customers can liaise directly with Zscaler Certified Delivery and Service Engineers, bypassing traditional tiered support. This enhances the customer experience, accelerates fault resolution, and reduces wasted time.

Continuous Enhancements

Our service model includes:
- Regular Governance Meetings
- Technical Account Meetings (TAMs)

These sessions, led by your Account Manager and Senior Zscaler Consultant, review SLAs, KPIs, emerging risks, and business changes. We proactively identify opportunities to improve service alignment with your evolving needs.

Zscaler Business Review (ZBR) Framework

Our ZBRs provide structured technical engagement across business, security, and technology domains. They include:

- Secure score benchmarking
- Risk and configuration reviews
- Feature adoption planning
- Actionable insights and professional services support
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We also provide knowledge transfer sessions and proactive recommendations to ensure long-term service success.

24/7/365 Service Desk & ITSM Processes

Our UK-based service desk is available via phone, email, and web portal. We follow robust ITSM processes:

- **Incident Management:** Fast, ISO-aligned resolution of incidents
- **Request Management:** Efficient handling of service requests and low-risk changes
- **Change Management:** Structured, risk-aware change implementation
- **Problem Management:** Root cause analysis and prevention
- **CMDB Management:** Accurate asset and configuration tracking
- **Continuous Service Improvement:** Ongoing process refinement
- **Risk Management:** Proactive threat mitigation and business continuity
- **Service Level Management:** SLA monitoring and reporting
- **Governance & Documentation Control:** Compliance and audit readiness

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Learn More

enquiries@principle-networks.com
www.principle-networks.com