



Zscaler Managed Service

Principle Networks offers a comprehensive Zscaler Managed Service designed to meet the specific needs of SMEs. Our service includes deployment, management, operation, and support of Zscaler's state-of-the-art cyber security solutions.



Why Principle Networks?

SPECIALISED SUPPORT WITH DIRECT EXPERT ACCESS

No more frustrating email chains or support tickets lost in the system

Unlike typical managed service providers, we eliminate time-consuming back-and-forth communications by providing:

- Direct access to our 3rd line Certified Delivery and Support engineers
- Engineers who know when to pick up the phone for real-time problem-solving
- Dedicated support policies added to your Zscaler tenant
- Secure sandbox environments where our engineers can log in, reproduce issues, test fixes, and implement solutions—all with your approval
- Rapid resolution pathway with minimal disruption to your business



CONTINUOUS IMPROVEMENT THROUGH REGULAR BUSINESS REVIEWS

We don't just deploy and disappear

Our service is designed to help your Zscaler implementation mature and evolve over time:

- Quarterly Technology Reviews where our Zscaler specialists introduce you to features you already own but may not be fully leveraging
- Practical guidance on implementing advanced Zscaler capabilities
- Professional services to implement new technologies as part of your managed service
- Incremental improvements that deliver maximum value from your existing Zscaler investment
- Strategic discussions that align security enhancements with your business objectives

COMPREHENSIVE ANNUAL HEALTH CHECK

Ensuring your environment remains optimised and secure

Once per year, we conduct a thorough examination of your entire Zscaler environment:

- Complete audit against current best practices and security standards
- Detailed reporting on configuration, performance, and security posture
- Identification of potential vulnerabilities or optimization opportunities
- Implementation of necessary changes as part of our service
- Proactive maintenance to prevent issues before they impact your business



THE PRINCIPLE IS ZERO TRUST

Partner with Principle Networks for a Zscaler Managed Service that delivers the expertise, security, and control your business demands. Our four pillars - Transform, Protect, Secure, Control - guide our approach to helping you achieve your security goals with confidence.

Connect Anything. Protect Everything.