



# Service Description

Zscaler Private Service Edge as a Service

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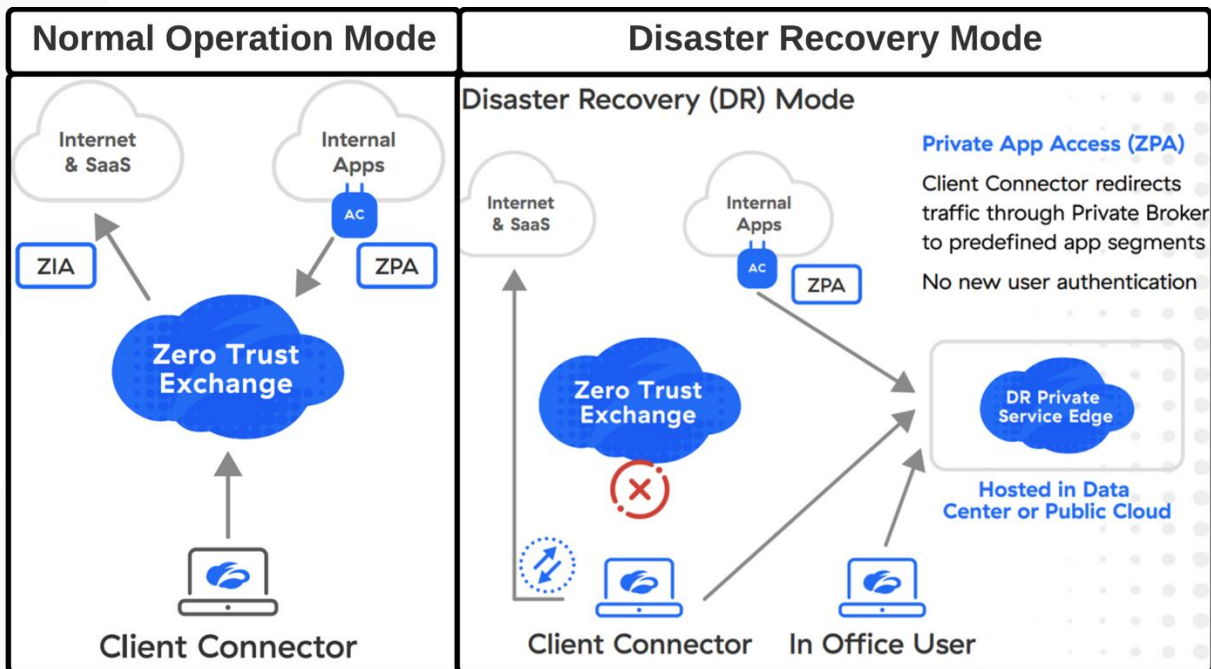
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## Preamble

This document provides an overview of the Zscaler Private Access (ZPA) Disaster Recovery Service utilizing the Zscaler Private Service Edges (PSE). It outlines key functionalities, benefits, and operational frameworks designed to maintain secure access to private applications during potential disruptions in Zscaler's cloud services. Intended for IT administrators, decision-makers, and security professionals, this document details the challenges addressed, the implemented solutions, and the value proposition of this managed service.

## 1 Service Overview

Our solution ensures seamless communication with private applications in both public and private cloud environments in the event of a (global) Zscaler service disruption. Operating transparently alongside Zscaler's public service edges, it can be securely activated and enforced via public DNS with DNS-SEC protection. Delivered as a fully managed service, it is billed on a per-instance-per-month basis.



“ ZPA is essential for secure access to private applications. In the event of a Zscaler outage, the **Private Service Edge (PSE)** ensures that this access remains available by operating ZPA independently of the cloud – ensuring maximum **business continuity**.

Linus Espach, CEO Rheintec Solutions AG

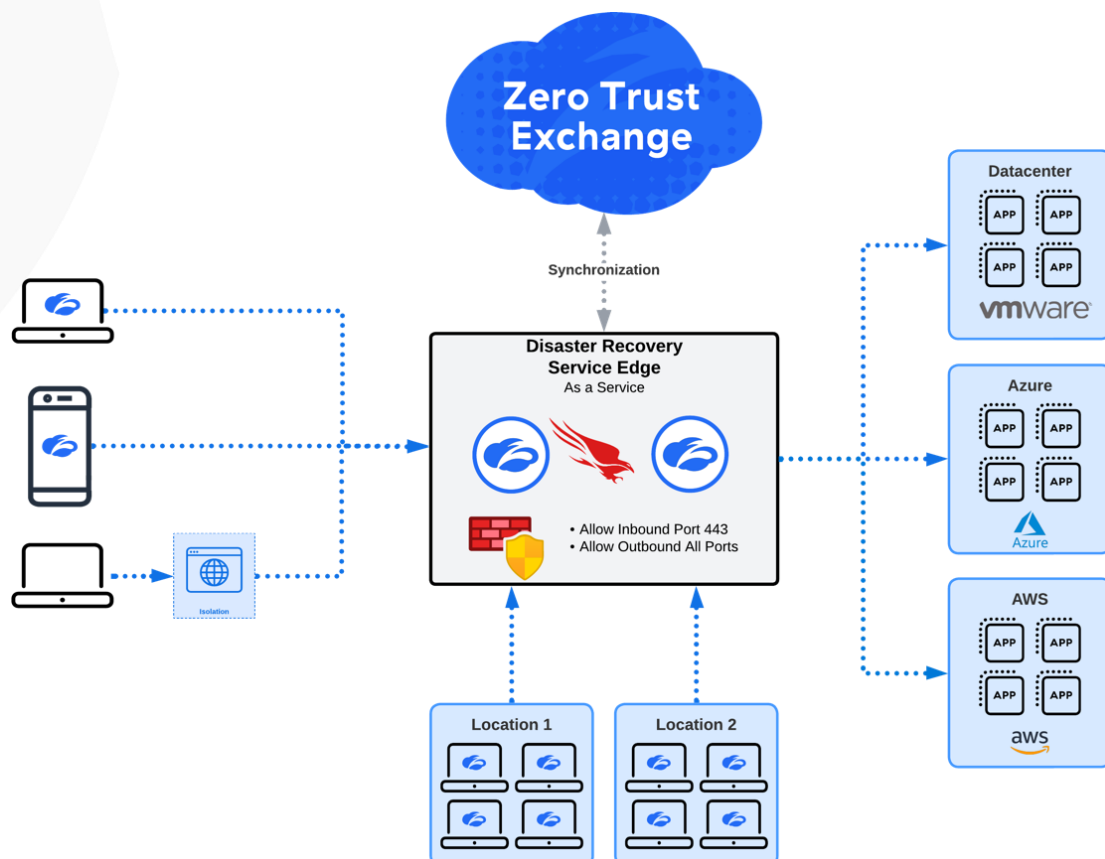
## 2 The Problem

- **Business Continuity Risks:** Disruptions in Zscaler services can impede access to internal applications, critically affecting operations of a company.
- **Dependency on Cloud Services:** While Security-as-a-Service models offer efficiency, they introduce risks if a disaster recovery (DR) plan is absent.
- **Resource Constraints:** Many enterprises lack the necessary resources and expertise to design and implement a comprehensive Disaster Recovery infrastructure for Zscaler ZPA.

## 3 The Solution

Our fully managed service addresses these challenges by deploying Private Service Edges (PSE), that can act as a failover for the Zscaler cloud in case of a global outage, ensuring uninterrupted access to critical internal applications. Key features include:

- **Service & Host Monitoring:** Ensures uptime and stability.
- **Configuration Management:** Maintains optimal performance and secure configuration.
- **24/7 Managed XDR:** Provides real-time security monitoring and threat response.
- **Automated Patch Management:** Keeps the environment secure and up-to-date.
- **Rapid Deployment:** Can be operational within minutes when prerequisites are met.
- **Geographical Availability:** Deployable in multiple regions, including Germany (default), Finland, and the USA, with other locations available upon request.
- **Integrated Backup:** Offers added reliability and fast recovery.
- **Inclusive Infrastructure Costs:** All costs included, no additional infrastructure costs.



## 4 The Value

- **Zero-Touch Zscaler ZPA Disaster Recovery** – seamless and automated.
- **Ensures Business Continuity** in the event of a global Zscaler outage.
- **Strategic Backup Plan** for Zscaler Data Centers.
- **Fully Managed Service** – no need for in-house expertise.
- **Rapid Deployment Automation** – infrastructure ready in minutes, with optional automatic adoption of app connectors and segments in seconds.

## 5 Service Levels

Our service is offered exclusively at the **Premium Tier**, ensuring top-tier support and reliability.

- **Fully Managed Service** – no adjustments necessary.
- **One guided testing session** with a test group included.
- **Optional guided productive load testing** available.

SLAs	Premium
Target groups	Companies looking to secure their Zscaler ZPA infrastructure with business continuity
Availability (calculated on yearly base)	99,7 %
Infrastructure Monitoring	Included
Security Monitoring	24/7 Managed XDR (active monitoring of security)
Reaction to critical security incidents	Included
Loadbalancing	Included
Public IPv4	Included
DDoS Protection	Included
Firewalling	Included
Update Frequency	Daily
Backups	Included
Guided testing (once a year with test groups)	Included
Guided productive load test	½ of deployment costs
License (included in new licenses from FY25)	BYOL

## 6 Sizing & Pricing

- **Scalability:** Supports vertical and horizontal scaling for user bases larger than 2,400.
- **Redundancy:** Is always deployed as pair (so at least 2 instances)

### 6.1 Monthly Recuring Costs

The following table shows the monthly pricing including all infrastructure costs and the managed service by Rheintec per instance. Please keep in mind, that you need at least 2 instances for redundancy purposes.

Sizing Types	Cost per Instance	Supported Users
PSE - XS	35 CHF	up to 100
PSE - S	51 CHF	up to 200
PSE - M	68 CHF	up to 400
PSE - L	138 CHF	up to 800
PSE - XL	258 CHF	up to 1600
PSE - XXL	378 CHF	up to 2400

### 6.2 One Time Costs

Deployment for Private Service Edges is always done in pairs. The deployment is based on the requested size and billed as shown in the table below. It includes Pre-Alignment and onboarding with the customer as well as a guided test with a dedicated test group.

Sizing Types	Costs per pair
PSE - XS	1.000 CHF
PSE - S	1.200 CHF
PSE - M	1.400 CHF
PSE - L	1.600 CHF
PSE - XL	1.800 CHF
PSE - XXL	2.000 CHF

## 7 Prerequisites

To ensure smooth deployment and operation, the following conditions must be met:

- **Zscaler App Profile** is pre-configured for ZPA DR.
- **Tested and Valid DNS-DR Entries** with appropriate certificates.
- **ZPA Applications & App Connectors** are clearly marked with "DR."
- **Valid Provisioning Key** for PSEs or API access to the tenant.
- **Sufficient Licenses** for the PSEs (automatically included in FY25 licenses; older licenses may vary).
- **Network Accessibility:** App Connectors and clients must have access to PSEs over TCP & UDP on port 443.
- **API Key Management:** Notify us before changing API keys to avoid autoscaling disruptions.

## 8 Conclusion

The Zscaler Disaster Recovery Service provides a reliable, fully managed solution ensuring business continuity for ZPA in case of a global Zscaler outage. By automating deployment and integrating key security measures, organizations can safeguard access to internal applications with minimal effort. This document outlines the service scope, benefits, and prerequisites required for a successful implementation. For further details or implementation assistance, please reach out to our team.