



Principle  
Networks

# ZSCALER MANAGED SERVICES

Principle Networks  
UK's Leading Zscaler MSSP



## Principle Networks Zscaler Managed Services

Principle Networks are one of the UK's leading Zscaler Delivery & Managed Services Providers. We are trusted and approved by Zscaler to deploy the full suite of Zscaler services.

Principle Networks are the only UK Zscaler Delivery Authorised Partner to hold deployment specialisations in Data Security (DLP) and Digital Experience (ZDX), and are proud to have been recognised as the first partner in Europe to achieve this level of Zscaler deployment authorisation.

We are proud to have been awarded by Zscaler for our technical expertise in addition to our Partner Services status and continue to be at the forefront of their solutions and offerings.

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





## 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

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