



# Zscaler and Zoom

The digital experience your users  
deserve, secured.

## Ensure secure unified communication and great user experiences

The workplace as we know it has changed. While some are required to be on site, most employees are no longer coming into work. They rely upon their home Wi-Fi networks and local ISPs to directly access SaaS and cloud-based services while often bypassing all security controls. Moreover, recent surveys indicate that [over 63% of employees prefer hybrid or remote working](#) and have no desire to return to offices five days a week. This new workplace dynamic has put pressure on network operations, service desk, and security teams.

Zoom offers quick and easy access to world-class cloud functionality, enabling enterprise workers to communicate and collaborate from anywhere. However, for companies still operating with traditional perimeter security, adopting cloud services can present significant challenges. With Zscaler One-Click for Zoom, enterprises can quickly and confidently enable modern cloud collaboration tools while securing team communications and simplifying operational tasks for IT. Now, Zoom and Zscaler work together to help companies provide secure, cloud-first unified communications as a service (UCaaS) to their distributed workforces. Zoom brings the modern, cloud native enterprise UCaaS functionality that today's teams need. With Zscaler One-Click for Zoom, enterprises can confidently shift to a UCaaS platform protected by cloud-first security—delivered in one frictionless access experience across desktop, mobile, and tablet.

### How Zoom and Zscaler work together

Zscaler Internet Access™ protects your Zoom users from advanced threats with a complete security stack, including threat prevention, data loss protection, and access control. With the joint solution in place, enterprises can inspect all SSL traffic and fast-track recognized Zoom users. As enterprise needs grow and Zoom adds IP addresses or makes security policy changes in the cloud to keep up with increasing demands, Zscaler receives automatic updates so IT doesn't have to manually track and adjust. This enables you to securely shift to cloud-based unified communications and give your teams the powerful Zoom tools they need to safely meet, chat, communicate, and collaborate—anytime, anywhere.

### Zscaler One-Click for Zoom lets you:

- Give your workforce frictionless, secure access to Zoom
- Filter, control, and enforce Zoom access from a convenient centralized console
- Gain total visibility into cloud traffic via centralized reporting
- Simplify IT management challenges—no more multiple proxies and firewalls
- Reduce operational overhead and management costs
- Scale-up operations in the cloud without having to upgrade or maintain on-premises servers

## Ensure great Zoom experiences with ZDX

The rapid adoption of cloud and mobility initiatives within organizations, coupled with a shift to work-from-anywhere, has introduced new monitoring challenges for IT teams. Applications are moving out of the data center and to the cloud and are being accessed by a distributed workforce. This means IT teams no longer control the underlying infrastructure and technology stack and lose end-to-end visibility into user experience. End user performance issues arising from SaaS or cloud application availability, home Wi-Fi issues, network path outages, or network congestion are not easily isolated and diagnosed. Network operations and service desk teams have had to support employees coming into work while assisting and establishing new practices that support those working from home, thus leading to a [35% increase in support ticket volumes](#) and a 30% increase in service cost per ticket.

Today, most businesses have multiple point monitoring tools bought and managed by different IT teams. These tools create information silos and do not share any context between them, leading to fragmented visibility into user experience and extended troubleshooting time. Point monitoring tools optimized for data centers leave visibility gaps when detecting, troubleshooting, and diagnosing end user performance issues across the internet. As a result, these tools leave blind spots between the user's device and the app, requiring IT operations and service desk teams to manually export and correlate data from each tool.

This lack of end-to-end visibility into digital experience forces IT teams into addressing problems after they've been reported, as opposed to proactively identifying and resolving them before users are impacted. Further, with each tool requiring its own form of instrumentation, the burden falls upon service desk teams to keep multiple devices and browser agents deployed, active, and continuously patched. Finally, each of these tools throws numerous alerts that are often not actionable and frequently misguide teams when uncovering the root cause of poor user experience.

Zscaler Digital Experience™ helps IT operations and service desk teams keep office and home-based users productive by ensuring optimal digital experiences. By monitoring performance from within user devices, across networks, to SaaS, cloud, or data center applications, IT teams can proactively optimize performance and rapidly identify and resolve device, network, or application issues impacting end user experience. Only ZDX analyzes user experience for every Zoom meeting, identifies all root causes for poor call quality within user devices, networks, cloud security, and more, and provides the insights needed to fix them quickly.

## Insights into Zoom call quality for all users

Zscaler ZDX for Zoom allows IT to monitor calls or meetings among two or more participants to rapidly detect poor video, audio, or sharing quality and review affected meetings and their participants, devices, regions, offices.

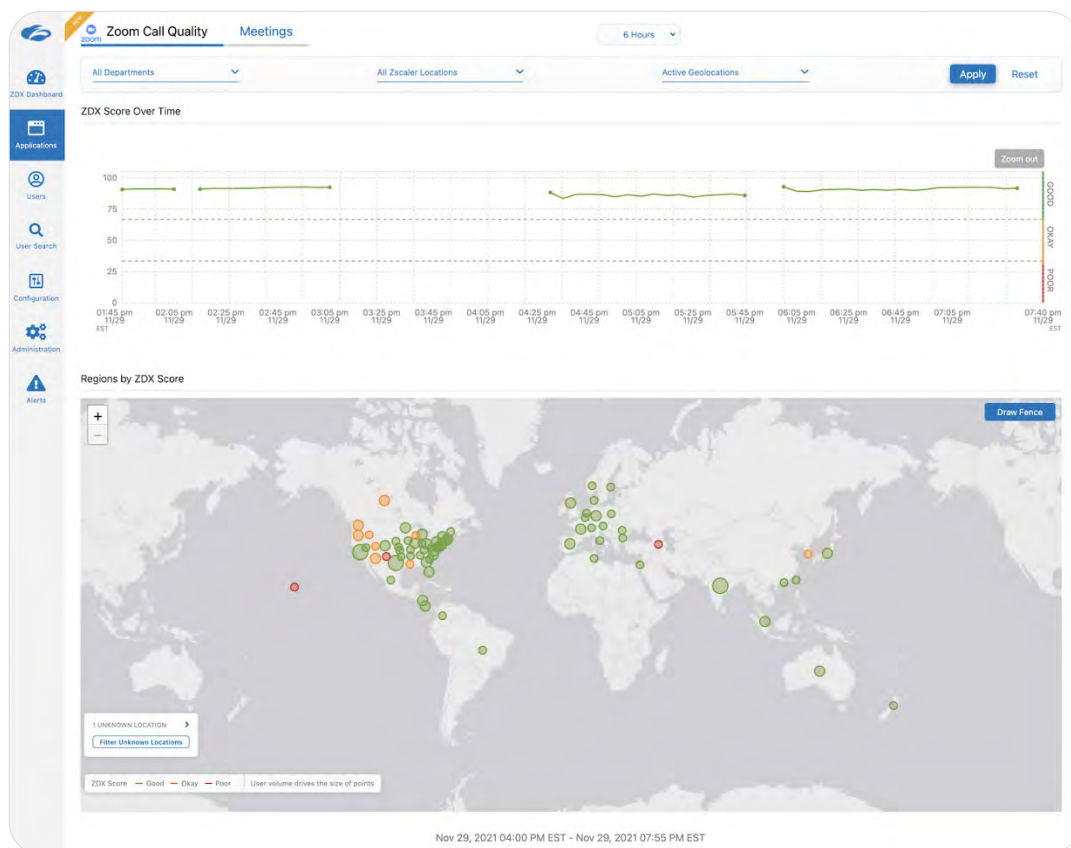


Figure 1: Zoom call quality view

## Rapidly isolate root causes of poor user experiences

Uncover causes for poor call quality down to problems within user devices, networks and environmental conditions along with diagnostics to help resolve them.

## Unify meeting details with performance insights

Get a complete understanding of Zoom activity across regions. See all meetings and their times, durations, hosts, and participants, as well as participants' devices and locations, alongside call quality insights.

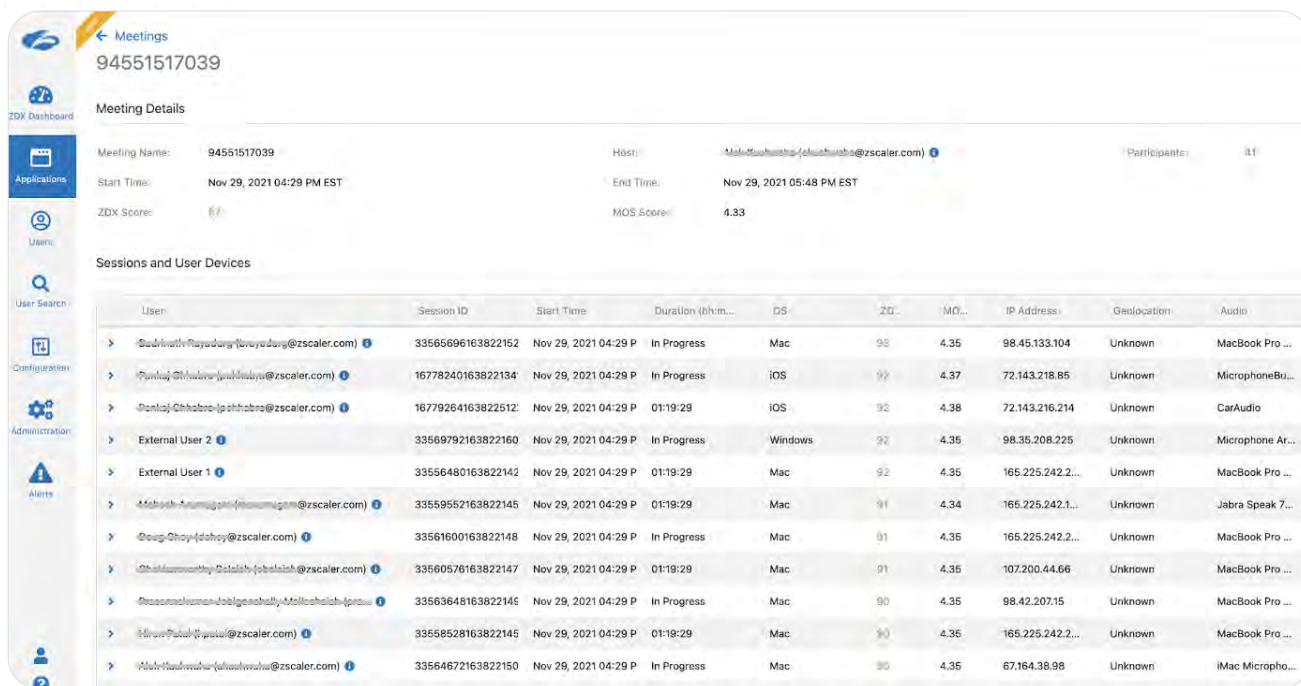


Figure 2: Zoom meeting details and performance insights

### Deploy Zscaler ZDX for insights in minutes

Connect ZDX with Zoom via API to enable comprehensive Zoom experience monitoring and troubleshooting. There is no additional software to deploy if you have already deployed Zscaler Client Connector onto end user devices. ZDX is also available in the Zoom App Marketplace.

Together, Zoom and Zscaler enable workers to communicate securely with the best experiences possible. ZDX for Zoom’s one-click integration delivers unrivaled visibility into end user experiences, allowing IT teams to detect problems before users are negatively affected.

#### About Zoom

Zoom is for you. Zoom is a space where you can connect to others, share ideas, make plans, and build toward a future limited only by your imagination. Our frictionless communications platform is the only one that started with video as its foundation, and we have set the standard for innovation ever since. That is why we are an intuitive, scalable, and secure choice for large enterprises, small businesses, and individuals alike. Founded in 2011, Zoom is publicly traded (NASDAQ:ZM) and headquartered in San Jose, California. Visit [zoom.com](https://zoom.com) and follow @zoom.



#### About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so that customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 150 data centers globally, the SASE-based Zero Trust Exchange is the world’s largest inline cloud security platform. Learn more at [zscaler.com](https://zscaler.com) or follow us on Twitter @zscaler.

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