Zscaler for Public Safety

Supporting police and fire departments, 911 dispatch, and other critical public safety operations

Solution Brief

7 Challenges with Public Safety Remote Access

Many critical public safety applications, such as dispatch systems, are hosted on-premises. To access these systems, users usually must connect back to the data center with a VPN. This can lead to challenges such as data hairpinning, heightened security risks, infrastructure complexity, user experience problems, and scalability challenges.

Zscaler provides secure, zero trust access to on-premise applications without the security and performance limitations of a VPN. Let's look at some of the most common challenges with providing secure remote access to public safety users, and the ways Zscaler can help.

1. Poor Connectivity in Low-Bandwidth Areas

Remote public safety users, such as police officers, often traverse low-bandwidth environments. Due to the high overhead associated with VPNs, performance issues can worsen in low-connectivity environments, leading to poor user experiences and impaired delivery of critical services.

How Zscaler can help:

- Zscaler provides zero trust connections to applications without additional overhead
- Zscaler delivers stronger performance in low-connectivity environments

2. Dropped Connections While Switching Networks

VPNs require users to login and initiate a VPN tunnel and every time the user switches networks the login/initiate VPN tunnel leads to service interruptions and delay.

How Zscaler can help:

- Once enrolled within Zscaler ZPA, there is no concept of a login/logout type of scenario. Launch your application and go
- Zscaler does not require re-authentication when users change networks
- Zscaler provides seamless access based on the allowed user to the destination application

3. Slow, Resource-Intensive Data Uploads

Some public safety users need to transfer large volumes of data, such as body camera footage, into on-premise resources and data stores. While off-network, large uploads can be prohibitively slow, requiring users to return to headquarters to transmit data successfully. This can delay the input of important information and make it difficult to automate the upload process.

How Zscaler can help:

- Zscaler provides faster, more direct connections without hairpinning at the data center
- Zscaler enables dedicated resources to be allocated for data-heavy apps to optimize speed and performance

4. Maintaining Regulatory Compliance

Public safety network administrators are often tasked with storing and managing sensitive data according to regulations.

How Zscaler can help:

- Zscaler enables users to meet compliance standards immediately upon deployment
- Zscaler is certified with StateRAMP, FedRAMP Mod/High, CJIS, DOD IL, FIPS 140-2, and many other regulatory bodies
- Zscaler integrates with Entra/OKTA, enabling MFA

5. Cost and Effort of Migrating to Cloud-Based Resources

Public safety applications are rapidly shifting off-premise and into the cloud—often an expensive multi-year endeavor, but an increasingly inevitable one. At the same time, the cost of cloud-based/remote access security, such as VDI infrastructure, is increasing.

How Zscaler can help:

- Zscaler reduces complexity with a cloud native zero trust architecture
- Zscaler consolidates multiple tools with a comprehensive zero trust platform
- Zscaler provides secure remote access to internal applications whether they are hosted on-premises or in the cloud

6. Limited Security and Visibility

When end users go off-premise, administrators often have limited visibility and control into their activities and user experiences. Users, devices, and data may be cut off from technical support and unprotected from cyberthreats.

How Zscaler can help:

- Zscaler can provide secure access to both private applications and public resources within one deployment
- Zscaler can protect against cyberattacks, malware, and data loss, as well as provide deep insights to support user experience troubleshooting

7. Consistent Policy Enforcement

Users in law enforcement often require unrestricted web access so they can complete investigations, but it can be difficult for network administrators to enforce segmented web filtering policies.

How Zscaler can help:

- Zscaler allows administrators to assign granular role-based policies that can be applied immediately and enforced consistently, regardless of location or device

For an overview on
VPN vs. ZPA
(Zscaler Private Access).
Please visit:

Work with your Zscaler sales team today to learn more about customers who are using the Zscaler platform to secure and enable public safety operations.

To learn more or schedule a demo, click here.

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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 SSE-based Zero Trust Exchange is the world's largest inline cloud security platform. Learn more at **zscaler.com** or follow us on Twitter **@zscaler**.