



Zscaler Announces New Innovations for Advanced End-to-End Monitoring, Diagnostics, and Remediation

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Zscaler Digital Experience Improves Workforce Productivity While Delivering Faster Mean Time to Resolution

SAN JOSE, Calif., Oct. 29, 2025 (GLOBE NEWSWIRE) -- [Zscaler, Inc.](#) (NASDAQ: ZS), the leader in cloud security, today unveiled new Zscaler Digital Experience™ (ZDX™) innovations that help enterprises monitor and fix performance issues faster—achieving real-time insights across the internet and endpoint, cutting issue detection by 98%, and resolving issues in minutes to strengthen SLAs and minimize downtime. These enhancements deliver visibility that helps to ensure a seamless Zero Trust experience and optimal productivity for users everywhere.

Troubleshooting user issues is complex; isolating the device, network, or application is challenging. Siloed teams and legacy tools severely impact rapid root-cause identification. Industry experts believe this leads to an estimated \$400 billion in annual losses from digital downtime. ZDX closes that gap by unifying device, network, and application telemetry to pinpoint root cause fast, cut time to detect and resolve, and keep users productive—all while aligning with Zero Trust.

New ZDX innovations:

- **Network Intelligence:** Identifies ISP bottlenecks, enabling organizations to leverage Zscaler Internet Access™ (ZIA™) to reroute traffic to another Zscaler Zero Trust Exchange™ data center, ensuring fast connectivity and minimizing disruptions that impact user productivity. By rapidly rerouting around ISP disruptions, organizations can significantly enhance end user productivity and reduce issue resolution times from days to minutes.
- **Zscaler Managed Monitoring:** Monitors critical SaaS and custom web apps 24/7 with multipath insights from global locations, allowing network operations to detect issues proactively, ensure application providers meet SLAs, and reduce disruptions that impact productivity. This allows organizations to hold ISPs accountable, secure compensation, and negotiate better terms.
- **Device Health Score, System Events, and Remediation:** Delivers enterprise-wide visibility into device health and performance, helping organizations proactively address widespread hardware and software issues that affect multiple users, rather than only isolated cases. These new features allow administrators to monitor device health, optimize utilization, and remotely remediate, extending device lifecycles, saving on hardware refresh costs, and minimizing end user disruptions.

"ISP disruptions, like the recent Red Sea cable cuts, cause significant outages for businesses and end users alike," said Dhawal Sharma, EVP of Products, Zscaler. "These innovations give enterprises end-to-end visibility and control to keep users productive, resolve issues in minutes instead of days, and ensure reliable app experiences globally—all while lowering costs by extending device lifecycles and holding service providers accountable."

"The market has shifted from fragmented point solutions to unified security and networking platforms designed to meet the demands of a world that is increasingly dynamic, distributed, and AI-first," said Zeus Kerravala, Principal Analyst at ZK Research. "Zscaler is well-positioned in this transition to meet these demands, leveraging its globally distributed, multi-tenant cloud to consolidate functions and deliver end-to-end visibility. By applying AI across its extensive telemetry, Zscaler's new ZDX innovations further accelerate issue resolution while enhancing user experience—outcomes that isolated tools cannot achieve."

To dive deeper into the latest enhancements to ZDX, please read [this blog](#).

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Forward-Looking Statements

This press release contains forward-looking statements that are based on our management's beliefs and assumptions and on information currently available to our management. These forward-looking statements include the expected benefits of new enhancements to our ZDX product offerings and the business opportunities they provide to our customers. These forward-looking statements are subject to the safe harbor provisions created by the Private Securities Litigation Reform Act of 1995. A significant number of factors could cause actual results to differ materially from statements made in this press release, including those factors related to our ability to successfully integrate new features into our ZDX offerings and the business impact additional offerings may have for our customers. Additional risks and uncertainties are set forth in our most recent Annual Report on Form 10-K filed with the Securities and Exchange Commission ("SEC") on September 11, 2025, which is available on our website at [ir.zscaler.com](#) and on the SEC's website at [www.sec.gov](#). Any forward-looking statements in this release are based on the limited information currently available to Zscaler as of the date hereof, which is subject to change, and Zscaler will not necessarily update the information, even if new information becomes available in the future.

About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange™ platform protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 160 data centers globally, the SASE-based Zero Trust Exchange is the world's largest in-line cloud security platform.

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