

New Year 2025 Message from Jay Chaudhry, CEO Zscaler

Happy New Year! I hope you had a wonderful holiday season and a great start to the new year. As we step into 2025, I want to express my heartfelt gratitude for your continued support of Zscaler. As we embark on this new year, I reflect on the remarkable progress we've achieved in 2024 and share some of the ways we are driving innovations to meet our customers' evolving needs.

Zscaler's mission has always been to empower our valued customers and partners, to securely accelerate their innovation initiatives and help them achieve their business goals. I take pride in consistently delivering four core benefits through our platform:

- **Cloud resilience:** Focusing and investing in a highly scalable global cloud infrastructure and operations to ensure organizations can maintain non-stop operations.
- **Business Agility:** With better user experience and faster M&A integrations, making businesses more agile and competitive
- **Risk reduction:** By strengthening cybersecurity postures and protecting critical data.
- **Cost and complexity reduction:** By eliminating legacy point products and reducing operational overhead.

Relentless Innovation to Accelerate Businesses

Innovation is in our DNA. In 2024, we made many significant advancements to enhance the capabilities of the Zscaler Zero Trust Exchange™ cloud security platform to provide secure, seamless, and scalable outcomes to customers. To name a few:

- **Migrating Legacy SD-WANs to a Zero Trust SD-WAN:** Delivered the industry's first, single-vendor AI-powered Zero Trust network to help businesses reduce cost and complexity while implementing Zero Trust security across users, devices, and workloads.
- **Expanded Data Platform to Advance AI:** The successful integration of Avalor Technologies, one of the industry's most powerful Data Fabric for Security, leverages AI to enhance customers' security posture by automatically centralizing, analysing, and contextualizing security data from various sources for improved Zero Trust risk management, vulnerability identification, and threat prevention.
- **Delivering Zero Trust Device Segmentation for Branch and OT:** With Airgap, we delivered agentless Zero Trust segmentation to eliminate the risk of lateral movement inside networks by isolating every endpoint into a secure "network of one." This removes the need for complex and less effective firewall-based segmentation.
- **Providing an Advanced Copilot for Digital Experience Monitoring:** To enable IT support and operations with AI, Zscaler's generative AI assistant, instantly analyses data from more than 500 trillion daily transactions in real-time across users, devices, networks, and

applications to provide IT, service desk, and security teams insights they need to maximize users' digital experiences and operational performance.

- **Delivering Advanced Data Protection:** New Data Security Posture Management (DSPM), inline email protection and Gen-AI security advancements are safeguarding data-in-motion and data-at-rest across all exfiltration channels.

Customer Obsession at Our Core

Our customers' success is our priority. Our dedication to delivering exceptional customer experiences has resulted in Zscaler receiving the Customers' Choice distinction across key categories in Gartner Peer Insights' "Voice of the Customer" report validating our ability to solve most challenging technology and business risks. We take pride in helping our valued customers reduce operational/ infrastructure costs and create double digit cost savings while also boosting performance and productivity to levels never experienced with any other security provider.

Finally, with AI and automation as a critical ingredient in our customers' success to remain competitive, we have continued to invest and strengthen our alliances with leading technology providers to deliver fully integrated solutions powered by AI tailored to solve business initiatives. We also expanded our partnerships with global system integrators and API providers to simplify deployment and management of Zscaler solutions.

Looking ahead to 2025, we remain committed to helping our customers navigate the complexities of secure digital transformation. Whether our customers are expanding into new markets, embracing generative AI, fortifying security posture, going through M&A, experiencing another VPN breach, under ransomware attack, or driving SoC automation, we are here to support in every step of the way.

Thank you for being a part of the Zscaler journey. Together, we can continue to unlock new opportunities, drive sustainable growth, and build a more secure future.

Jay Chaudhry

CEO, Chairman and Founder