Zscaler and ServiceNow

Better Protection, Faster Remediation

Solution Brief

The risk to your SaaS data is rising

ServiceNow helps businesses move faster, but like all cloud apps, it consumes and distributes sensitive data. As cloud migration and SaaS adoption accelerates, data becomes more distributed, increasingly located outside the data center, across the internet, and in SaaS and private applications. At the same time, the risk of security breaches and data loss expands exponentially.

Complex tools and fragmented information make it difficult to offer employees a seamless digital experience. With users connecting to cloud apps from everywhere—traditional security architectures focused on establishing and protecting a network perimeter and the users and data within are insufficient to stop modern threats and protect data. It's time to embrace a zero trust approach.

Zscaler + ServiceNow

Zscaler and ServiceNow have joined forces to extend zero trust to your Now Platform® to make SaaS services more secure and easier to manage. The Zscaler Zero Trust Exchange™ is a platform of services that delivers unified, comprehensive security and data protection for your ServiceNow deployment.

Together, Zscaler and ServiceNow give you immediate visibility into infrastructure issues and sensitive data, enable faster responses to emerging security incidents, and deliver an enhanced digital experience with actionable intelligence for your ServiceNow deployment and data.

Benefits

With Zscaler and ServiceNow integrations, you can:

- Reduce tool clutter and reliance on point diagnostic tools
- Eliminate guesswork and expedite incident resolution
- Scan and discover sensitive data across your deployment
- Understand exposure and easily identify access violations
- Block direct access into ServiceNow by risky BYOD and unmanaged devices
- Stop threats quickly by leveraging Zscaler intelligence in ServiceNow security operations
- Improve SecOps workflows with enriched incident context and accelerated triage capabilities
- Scan and quickly remediate cloud misconfigurations discovered by Zscaler CSPM directly into ServiceNow as tickets

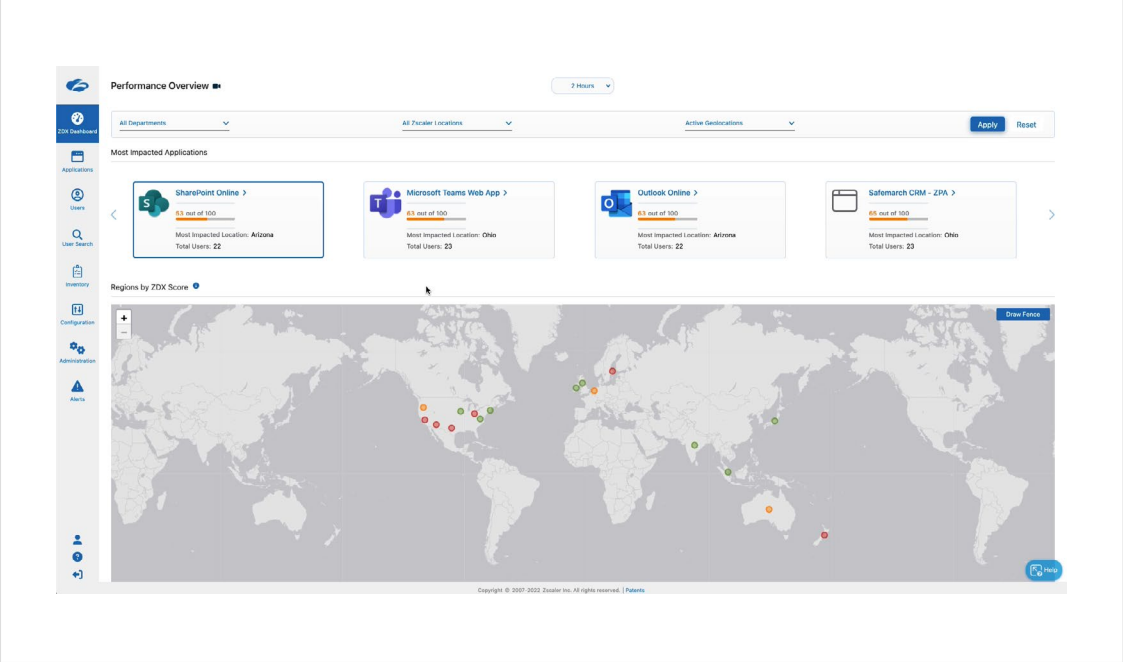
With the Zscaler and ServiceNow integration, you can:

- **Enhance digital experience:** Leverage ZDX capabilities, like deep trace, to get quicker issue resolution through focused data collection and high-quality actionable intelligence.
- **Restore data protection and compliance:** Improve data visibility and prevent exfiltration by scanning the Now Platform for sensitive data and violations. Quickly understand how data is being used and who is accessing it.
- **Securely enable work-from-anywhere (WFA):** Prevent BYOD and other risky, unmanaged devices from accessing both the Now Platform and sensitive data to enable a more secure WFA experience.
- **Faster threat response and remediation:** Respond more quickly to emerging threats by adding Zscaler threat intelligence to incident response workflows within the ServiceNow Security Operations platform. Get better fidelity across emerging incidents and easily orchestrate blocking directly from ServiceNow back into Zscaler.

How it works

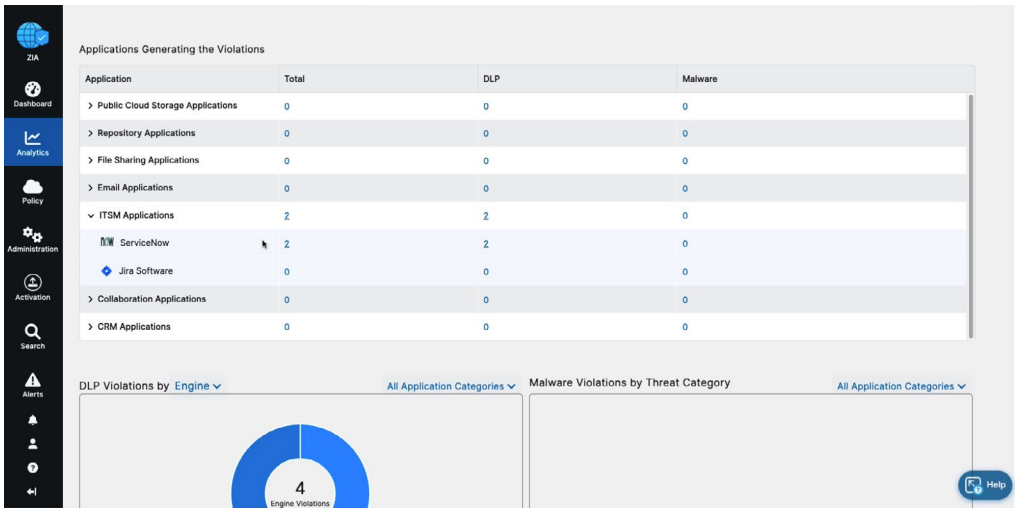
Fast, reliable remediation

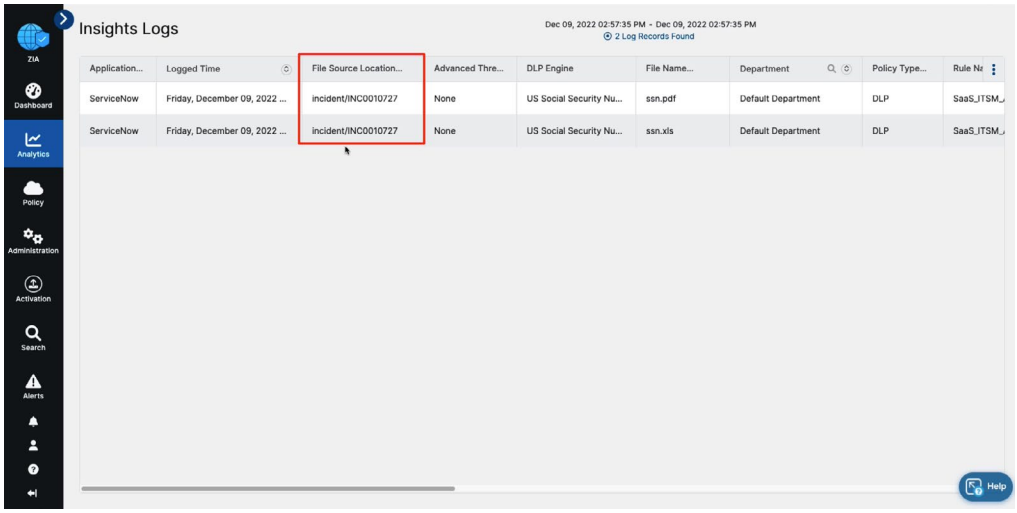
With ServiceNow and Zscaler Digital Experience (ZDX), IT and service desk teams can rapidly resolve user-reported issues caused by devices, networks, or applications. ZDX gives customers the visibility they need to ensure optimal digital experiences for all their users—whether they're in-office, at home, or on the move. ZDX provides service desk teams with all the information they need to resolve user issues. By leveraging these insights seamlessly within ServiceNow, IT and service desk teams can collaborate better and eliminate guesswork from issue triaging.



Protect data with Zscaler CASB and DLP

The Zscaler platform offers a range of data protection services that provide immediate visibility into sensitive data residing in your ServiceNow data stores. By scanning new and existing ServiceNow data, Zscaler helps you easily identify sensitive data based on DLP policies. You'll get a clear picture of data exposure and risky access violations, so you can accelerate compliance and protection efforts. In addition, any outbound upload of sensitive data files will be blocked in real time by Zscaler DLP policies.





Remove the risk of BYOD and unmanaged devices with zero trust

Through the Zero Trust Exchange integration with ServiceNow, you can prevent unauthorized BYOD access to your sensitive ServiceNow data. By leveraging Zscaler as your identity proxy, devices can only connect to ServiceNow through Zscaler. By adding Zscaler Cloud Browser Isolation to the equation, you can safely deliver data to authorized devices in the form of pixels only.

Improve security workflows

Accelerate workflows by adding Zscaler Cloud Sandbox threat intelligence to ServiceNow security incidents. Stop emerging threats faster by enforcing inline blocking within Zscaler directly from ServiceNow. Also, with Zscaler Cloud Security Posture Management (CSPM), you can scan your public clouds for dangerous misconfigurations. Remediate incidents instantly or create alert tickets in ServiceNow as artifacts for streamlined workflows.

Visit the Zscaler website to learn more about ServiceNow integrations.

zscaler™ | Experience your world, secured.™

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**.

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