

## Understanding the Service

Building and managing SASE in-house can be costly and complex. TPx makes it simple with expert design, unified management, and scalable security built for your business.

### 1. What is TPx Managed SASE?

TPx Managed SASE combines secure access and modern networking into one managed cloud service. It replaces outdated VPNs and firewalls with faster, simpler, and more secure access to company data and applications wherever your employees work.

### 2. What's the difference between SASE and SSE?

SASE (Secure Access Service Edge) combines **networking and security** into one architecture. TPx's solution covers both:

- The **SSE layer** (powered by Zscaler) provides cloud-delivered security for users and data.
- The **networking layer** can be delivered through **TPx SD-WAN** or integrated with your **existing SD-WAN or network provider**.

#### Why Zscaler?

- Recognized as a **Leader in the Gartner® Magic Quadrant™ for Security Service Edge**.
- Processes **hundreds of billions of transactions per day** with real-time threat detection and AI-driven insights.
- Built on a **Zero Trust architecture** that connects users directly and securely to applications – without exposing the network.

### 3. How is it different from just buying SASE technology?

Most SASE “solutions” are just software. TPx Managed SASE is a **fully managed service**, meaning our experts handle setup, configuration, ongoing monitoring, and optimization so your IT team doesn't have to.

That includes:

- Seamless onboarding and deployment
- Policy setup and ongoing fine-tuning
- Monthly reporting and quarterly business reviews
- Proactive updates and change management

With TPx, you get outcomes, not just tools. We deliver enterprise-level protection and performance without the complexity of managing it yourself.

## 4. What's included in the service?

TPx Managed SASE includes everything you need to protect users and data in a hybrid, cloud-first world without the hassle of managing multiple security tools. It's delivered in two bundles:

### Secure Access (Base Bundle)

Gives your users fast, reliable, and secure access to company tools and data without relying on traditional VPNs.

- **Optimized VPN Client (ZTNA):** Always-on secure access to business applications
- **On-endpoint authorization:** Verifies identity at the device, without routing traffic through a firewall
- **Browser content filtering (SWG):** Easy-to-configure policies to control web use
- **Cloud-based firewall:** Full protection for internet and SaaS access without slowing users down

### Data Governance Add-On

Expands protection to your cloud applications, giving IT visibility and control over sensitive data wherever it lives.

- **Cloud Access Security Broker (CASB):** Single control point for all cloud apps
- **Cloud activity insights:** Discover, monitor, and categorize risky behavior
- **Data Loss Prevention (DLP):** Easy-to-set policies for uploads, downloads, and file sharing

Both bundles are **fully managed by TPx**. We handle onboarding, policy tuning, reporting, and continuous optimization so your team can stay focused on business priorities, not security upkeep.

## 5. How long does it take to get up and running?

Most customers are live within few **weeks**. The exact timeline depends on the number of users, locations, and integrations, but our structured onboarding process ensures a smooth rollout with minimal disruption to your business. TPx handles discovery, agent deployment, policy setup, and testing. You'll see faster access and fewer tickets from day one—usually within the first week of go-live.

## 6. Is TPx Managed SASE compliant with HIPAA, PCI, or GDPR?

Yes. TPx Managed SASE is built on Zscaler's enterprise-grade SSE platform, which supports compliance with major frameworks including HIPAA, PCI DSS, and GDPR. TPx helps you apply consistent security and data protection policies across users, apps, and locations—simplifying compliance management and reporting. While TPx provides the tools and controls needed to meet these standards, ultimate compliance responsibility remains with your organization.

## Fit and Flexibility

### 7. Who is this service best suited for?

It's ideal for organizations that rely on cloud applications, support hybrid or remote work, and want enterprise-grade security without the overhead of managing multiple vendors or tools.

## 8. Do I need to replace my current network or SD-WAN?

No. TPx Managed SASE is flexible—it works with what you already have. You can use your existing SD-WAN or choose TPx SD-WAN for a fully managed networking and security experience.

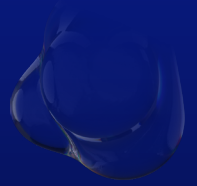
## 9. Do I have to replace my existing VPN or firewall?

No. TPx Managed SASE works alongside your current setup. We phase out the VPN gradually as users adopt the new agent. No rip-and-replace, no downtime, no disruption.

## 10. What identity providers do you integrate with?

We support these IdPs out of the box:

- Okta
- Microsoft Azure AD / Entra ID



## 11. What if I already have a Zscaler license?

TPx can **manage your existing Zscaler deployment** or migrate you to our optimized bundle. We'll audit your current usage, eliminate waste, and layer on TPx management, reporting, and QBRs.

## 12. Can it scale as my business grows?

Yes. TPx Managed SASE is cloud-based and scales easily as you add new users, apps, or locations. TPx manages the policies, integrations, and updates to keep everything running smoothly as your needs evolve.



# Why It Matters Now

## 13. Why is SASE important today?

Work has changed: people connect from anywhere, and data lives in the cloud. Traditional VPNs and firewalls can't keep up. SASE brings networking and security together in the cloud, simplifying protection and improving performance for a distributed workforce.

## 14. How does this improve user experience?

Users get faster, more reliable access to the apps they need without VPN logins, dropped connections, or security slowdowns. IT teams spend less time on troubleshooting and more time on strategic work.



## Management, Pricing, and Support

### 15. How does TPx manage the service?

TPx handles the heavy lifting—onboarding, policy setup, performance tuning, and ongoing optimization. You'll receive regular reports and quarterly reviews with actionable recommendations to keep protection and performance aligned.

### 16. How is the service priced?

A simple per-user subscription model:

- **Secure Access:** \$20/user/month
- **Data Governance Add-On:** \$45/user/month

Pricing includes TPx's full managed service—onboarding, optimization, reporting, and support. If you choose to add TPx SD-WAN for a complete networking and security solution, that service is priced separately based on site configuration and connectivity needs.

### 17. What support is included?

TPx provides proactive monitoring, monthly reporting, and expert support to ensure your environment stays protected, optimized, and always up-to-date. You'll have access to a team of specialists dedicated to your success.