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Scalable Zero-Trust Architectures for Enhancing Security in Multi-Cloud SaaS Platforms

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Abstract: *The recent advancement in cloud computing technology has led organizations to embrace multi-cloud systems, wherein they utilize services from many cloud service providers. The increasing reliance on Software as a Service (SaaS) platforms across multiple cloud environments has underscored the need for robust security frameworks that can effectively address contemporary cyber threats. This review paper explores the scalable Zero-Trust Architectures (ZTA) as a vital security measure for multi-cloud SaaS platforms. By advocating a security paradigm that assumes no implicit trust, regardless of network location, ZTA provides a framework for continuous verification of users and devices accessing sensitive resources. We examine a number of ZTA architectural components, including micro-segmentation, identity and access management, and real-time threat detection. Furthermore, we emphasise the importance of ZTA in improving data security, compliance, and overall resilience against complex assaults, as well as the difficulties and advantages of integrating ZTA within multi-cloud environments. The analysis indicate that a scalable Zero-Trust approach can significantly improve security posture while maintaining operational efficiency across diverse cloud infrastructures*

Keywords: Muti-Cloud SaaS Platforms, Multi-Cloud with Zero Trust, Zero Trust Architecture, Importance of Cloud Security, Challenges in Multi-Cloud

I. INTRODUCTION

A new concept that would later be called "Cloud Computing" emerged over the course of a decade in several parts of the globe. The anticipated advantages of Cloud Computing are directly proportional to its rising popularity.The growth in demand for product hardware is directly proportional to the number of computers and other hardware components deployed by cloud data centres, which number in the thousands[1][2]. In addition, the IT sector has been profoundly affected by this advancement in cloud computing. Regarding hardware and energy consumption, scalability necessitates Relevant Processing time at a minimal cost. Information technology behemoths like Google, Amazon, and IBM are putting forth significant effort to produce cost-effective and performance-optimal cloud solutions. Public, private, and hybrid cloud computing are terms that people often use interchangeably, and acronyms like IaaS, PaaS, and SaaS may mean various things depending on who you ask[3]. The following multi cloud models:
summary of public, private, and hybrid cloud computing along with IaaS, PaaS, and SaaS:
Public Cloud: Multiple users may access cloud services over the internet that are run by outside providers (like AWS and Microsoft Azure).
Private Cloud: Cloud infrastructure that is exclusive to one company and offers more security and control.
Hybrid Cloud: Combining public and private clouds to enable the sharing of apps and data for scalability and flexibility.
Infrastructure as a Service (IaaS): Allows customers to rent IT infrastructure on an as-needed basis by providing virtualised computing resources via the internet.
Platform as a Service (PaaS): Provides an environment free from the complexities of maintaining infrastructure so that developers can focus on application development, deployment, and management.
Software as a Service (SaaS): Provides software programs over the internet through subscription, doing away with the need for installation and maintenance.

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The term "multi-cloud" describes an approach whereby a single company makes use of the services offered by more than one cloud provider. This approach allows businesses to leverage the strengths of different platforms for various workloads, avoid vendor lock-in, and increase reliability[4][5][6]. While it provides flexibility and scalability, multi-cloud can also introduce challenges in terms of security, management, and integration across different environments[7].
ZTA is primarily concerned with a cybersecurity architecture that follows the zero trust principles. It was designed with the intention of preventing data breaches and internal lateral movement. Strict identity authorisation and authentication are put in place, and implicit trust is eliminated. The seven pillars upon which the ZTA rests are as follows: data; devices; visibility and analytics; users; automation and orchestration; network and environment; and application and workload. Analysed ZTA comprehensively[8][9]. Government and industry-supported secure system development need ZTA, say the researchers. Modern IT systems' variety and complexity were seen as the primary motivators for the need of this design [10].
The motivation for this review paper arises from the increasing complexity and vulnerabilities in multi-cloud Software as a Service (SaaS) platforms. As organizations adopt multi-cloud strategies for flexibility and efficiency, they face heightened cyber threats and compliance challenges that traditional perimeter-based security models cannot adequately address. The article delves into the possibilities of scalable ZTA as a preventative security framework to strengthen defences against data breaches and illegal access, guaranteeing that organisations can safeguard their assets and uphold trust in a digital world that is always changing.
The following paper are organized as: Section II provide the Multi-Cloud SaaS Platforms, Section III Overview of Zero-Trust Architectures (ZTA), Section IV-V discussed Challenges to zero trust in multi-cloud in SaaS platforms and future of multi-cloud with zero trust security in SaaS Platforms, then Section VI provide the literature of review. Last section summarised the work with conclusion and future work.

II. MULTI-CLOUD IN SAAS PLATFORMS

SaaS Multi-Cloud Solutions is an innovative way to provide businesses with one platform that combines the benefits of several cloud computing systems. With the ability to utilize multiple cloud platforms, companies can gain greater control over their operations and increase efficiency by using a single source for managing data, applications, and computing resources[11][12]. SaaS Multi-Cloud Solutions offer several advantages over traditional server/software infrastructure models. Instead of having an in-house IT department manage each server and application, businesses can leverage a single platform to manage all their cloud-based resources[13]. Figure 1 provide the Multi-Cloud in SaaS.

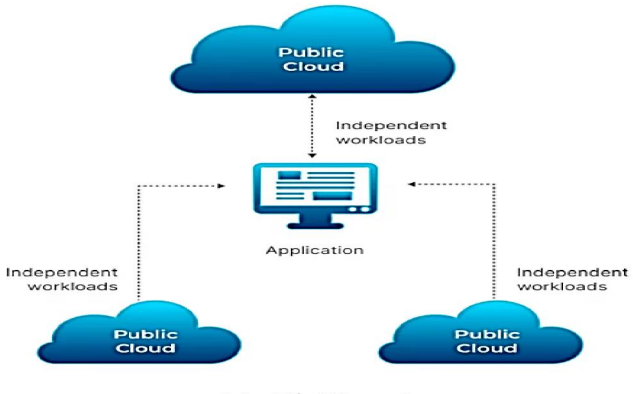

Figure 1: Multi-Cloud in SaaS

Additionally, public and private organisations alike are embracing the Cloud as part of a more traditional IT strategy, marking a shift in the market away from per-use-case computing experiments. Although the private cloud is now headed towards widespread adoption, the industry is changing to concentrate on multi-cloud computing models in an effort to strike the ideal balance between investment protection, flexibility, and usefulness. With a multi-cloud paradigm, businesses may provide, use, and manage IT resources across all compatible public clouds as well as their private cloud configurations [14]. SaaS Multi-Cloud Solutions allow businesses to unlock the power of multiple cloud

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providers in one easy-to-use platform. Depending on the resource or application requirements, businesses can choose which provider they use for their applications, data storage, and computing needs[15]. As a result, companies are able to swiftly adjust to shifting market circumstances and have more control over their operations.

Platform-as-a-Service Concept and Status

The PaaS layer has seen a significant transformation since its inception, moving from primarily serving only two big players—Microsoft (Azure) and Google (App Engine)—to delivering a broad range of features and programming languages [16]. The goods of these newcomers include everything from solutions for various computer languages to specialised niche markets. They often depend on IaaS suppliers for this, sometimes without even providing their own execution environment. They therefore serve as a stand-in for IaaS service usage[17].

Currently, in PaaS, there is an unusual scenario whereby IaaS suppliers are trying to ward off the danger of becoming a commodity by offering value-added programming frameworks on top of their infrastructure. The platform tools provided by SaaS suppliers allow them to personalise their on-demand portfolio, which in turn builds client loyalty and opens up a larger audience for their goods. Collectively, the PaaS products cover a wide range of capabilities. A PaaS cloud offers a container platform for customers to install and operate their components. There is a wide variety of PaaS available, each with its own unique set of features, underlying infrastructure, and supported programming tools (including languages, frameworks, runtime environments, and databases).

Multi-Cloud Concept and Status

This "using services from several sources in a sequential or simultaneous manner to run an application " is what defines multi-cloud computing. "Inter-Cloud" is a word that other writers use to describe many ways that clouds might be connected. Various cases illustrating the coexistence of various Clouds, which together make up hybrid heterogeneous public and private clouds, have been set forth in[18].

The easiest and most prevalent hybrid/multi-cloud paradigm is cloud bursting. When the need for processing power suddenly increases, an application running in a private cloud "bursts" onto a public cloud, according to this paradigm.

Cloud providers in a federated cloud model either subcontract their capacity to other providers or make available their excess capacity to other providers in the network.

The user or their representative is responsible for managing the delivery of services across several clouds in a scenario where there are many providers. To make administration easier to conceal, this capability may be made directly available or made available via a cloud marketplace.

III. OVERVIEW OF ZERO-TRUST ARCHITECTURES (ZTA)

The "zero trust" cybersecurity approach was born out of this convoluted procedure. It is necessary to expand ZT's present data and service protections to include all of a company's assets, such as hardware, software, infrastructure, virtual and cloud resources, and people[19][20]. All references to "Subject" on this page are unless otherwise specified; in such cases, "user" is used. Pretending that enterprise-owned environments are no more trustworthy than non-enterprises, zero trust security models operate on the assumption that an attacker is present.

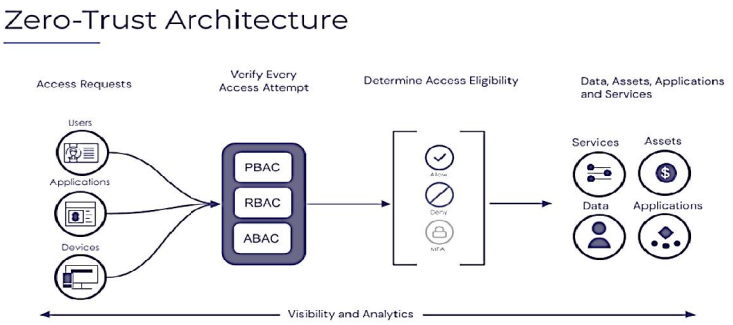

Figure 2: Zero-Trust Architecture

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The Figure 2 above illustrates the Zero Trust model applied to cloud security. The graphic revolves on the central idea of "Zero Trust," which stresses the need of constantly verifying individuals, devices, and applications and implementing least privilege access [21]. Surrounding layers represent key security components such as data, networks, applications, and devices, all protected by multi-factor authentication, encryption, and monitoring. The cloud background highlights the perimeter-less nature of modern cloud infrastructures, requiring strict identity verification and real-time threat detection [22].

Logical Components of Zero Trust Architecture

Enterprise ZTA solutions consist of many logical components. These parts could reside in the cloud or on-premises. Figure 3 displays the basic component-interaction conceptual framework model.

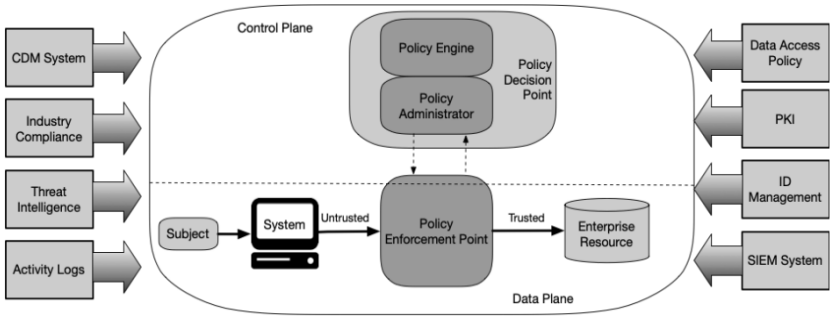

Figure 3: Core Zero Trust Logical Components

Keep in mind that the logical components and linkages are shown by this ideal model. The policy engine and the policy administrator are the two logical components of the policy decision point (PDP), as shown in Figure 1. While ZTA logical components make use of a control plane, application data is transmitted across a data plane[23].

- **Policy engine (PE):** This component decides whether to grant subject-specific resource access. Using a trust algorithm, the PE makes use of business policies and external input, such as CDM systems and threat intelligence services, to authorise or deactivate users' access to resources.
- **Policy Administrator (PA):**This part uses commands to relevant PEPs to open or terminate communication between a topic and a resource. In order to provide clients access to company resources, the tool creates authentication tokens and credentials that are individual to each session.
- **Policy enforcement point (PEP):**This system is in charge of connecting a subject to an enterprise resource, keeping an eye on it, and finally cutting it off. The PEP interacts with the PA in order to transmit requests and/or get policy changes from the PA. In ZTA, this is a single logical component, although it may be divided into two parts.
- **Continuous diagnostics and mitigation (CDM) system:**This collects data on the present condition of the corporate asset and updates the software and configuration elements [24]. Any known vulnerabilities, the presence or absence of enterprise-approved software components, and whether the asset in question is running the correct patched operating system (OS) are all pieces of information that an enterprise CDM system can supply to the policy engine regarding the asset requesting access.
- **Security information and event management (SIEM) system:**For assessment at a later time, this gathers data centred on security. Further analysis of this data is done to identify potential threats to corporate assets and to fine-tune policies accordingly.

IV. ZERO TRUST SECURITY IN MULTI-CLOUD ENVIRONMENT

Zero trust is a cybersecurity approach that's considered important because it helps reduce the risk of data breaches and other security threats.

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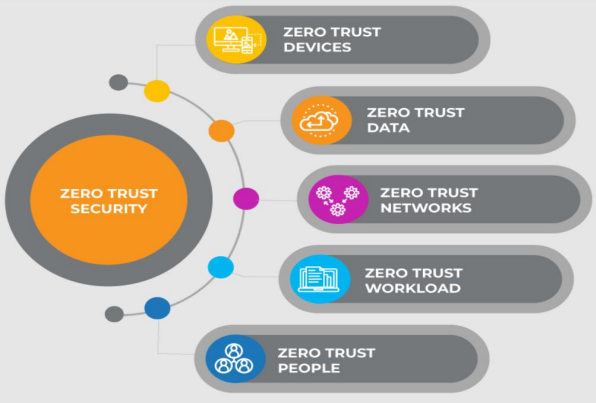

Figure 4: Zero Trust Security fundamental concept

The Figure 4 shows a zero-trust security concept. An infrastructure of most modern businesses is quite intricate [25]. The following fundamental concepts of Sero trust as[26]:

- **Zero trust devices:** The zero-trust security approach keeps the company's network vulnerable as it does not utilise any trusted or safety devices. With the capacity to detect threats and isolate affected nodes, zero trust security may be implemented.
- **Zerotrustdata:** A zero-trust security strategy aims, among other things, to make data more secure. Finding and mapping typical data flows and defining access restrictions based on business demands are prerequisites for implementing zero-trust. The whole IT infrastructure of a company, including but not limited to mobile devices, database and application servers, and cloud deployments, should have uniform security protocols.
- **Zero trust networks:** Ensuring that corporate cybersecurity or zero-trust security needs are not adequately protected by a company's network perimeter. With careful micro segmentation and the establishment of boundaries around critical assets, a zero-trust network may be established. Inspecting and restricting access at these points could limit and isolate a suspected breach and prevent risks from propagating laterally throughout the network.
- **Zero trust workloads:** Hackers find containers, functions, and VMs to be attractive targets due to their scalability and flexibility. To protect these assets in the public cloud, access controls and granular zero trust monitoring are required.
- **Zero trust people:** Account security requires more than just usernames and passwords due to the prevalence of stolen credentials as a source of data breaches. Zero trust requires robust multi-factor authentication and secure network access.

Addressing Cloud-Specific Threats in SaaS Platforms

Traditional security methods find it difficult to handle the special security issues presented by the cloud environment. These include:

- **Distributed and Dynamic Infrastructure:** Resource spinning up and down between regions and platforms is common in cloud systems. This makes security consistency difficult. Zero Trust Architecture (ZTA) solves these problems by verifying each access request at the resource level, regardless of location or configuration.
- **Identity and Access Management (IAM) Complexities:** Cloud environments allow people, devices, and programs to access resources from remote and third-party networks. Assuring that only certified entities can access sensitive resources, ZTA's strong identity verification and least privilege principles reduce risks.
- **Internal dangers Threats from Internal and External Actors:** like compromised credentials and external attacks like DDoS and malware can affect cloud platforms. ZTA prevents external and internal assaults by reducing implicit trust and continuously checking access requests.

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Enhancing Data Privacy and Compliance

Businesses using cloud environments have serious concerns about data protection and regulatory compliance. ZTA contributes significantly to these areas by:

- **Strong Encryption and Data Protection:** To protect critical information from unauthorised access, ZTA prioritises data encryption during transmission and storage. GDPR, HIPAA, and CCPA necessitate strict data protection, therefore this is essential.
- **Granular Access Controls:** ZTA uses least privilege access to restrict users to role-specific data. This minimizes data exposure and helps organizations comply with privacy requirements that restrict access to sensitive data.
- **Auditability and Transparency:** All access requests are monitored and logged by ZTA, providing a clear audit trail for regulatory compliance. Improve compliance by immediately identifying and reporting access trends, data usage, and any security incidents.

Reducing Attack Surface and Minimizing Risks

Zero Trust's capacity to lessen risks and attack surfaces is one of its main advantages in cloud security:

- Micro-Segmentation: ZTA reduces threat spread by segmenting the cloud network. Even if an attacker gains access to one segment, they cannot move laterally across the network, limiting the breach.
- Continuous Monitoring and Threat Detection: ZTA's real-time monitoring and analytics detect anomalies and risks early. This proactive approach helps organizations respond quickly to crises, reducing harm.
- Adaptive Security Measures: Dynamic security adjustments based on real-time data defend the cloud environment from developing threats with ZTA. In a changing threat landscape, ZTA may adjust its defenses to new weaknesses.

V. CHALLENGES TO ZERO TRUST IN MULTI-CLOUD IN SAAS PLATFORMS

There are many excellent ideas out there, but many of them are hard to put into effect due to the issues that almost every organisation encounters[26].

Debts in the system

Every business with internally developed software that is more than a few years old is suffering from technical debt. It is expensive and disruptive to redesign, recode, and re-deploy internal applications. A strong business case is needed for these projects. Existing programs can't always be made trustless by adding security settings. Your apps probably don't support zero Trust. Therefore, the degree of reliance on custom programs determines the amount of time and money required as well as if you can stop using them. These circumstances are especially challenging for micro perimeter-compatible apps without APIs for automation.

Systems of the Past

Zero trust is ignored by legacy programs, systems, and architecture. These systems lack lateral mobility, least privilege, and context-aware authentication models. Zero-trust implementation requires layering or wrapping. A layered strategy encloses the resource to prevent external access from affecting the system[27][28]. This contradicts the principle of zero trust. The behaviour of incompatible applications cannot always be verified. While it is possible to detect suspicious activities using screen scraping, keyboard recording, logs, and network data, the response time is limited. Restricting the external access of older applications cannot be done at runtime; this must be done by the user or other sources.

Peer-to-Peer (P2P) Technologies

If your organisation doesn't utilise Windows 10, you may not be aware of peer-to-peer (P2P) networking. P2P Windows Update distribution was introduced in Windows 10 in 2015 in an effort to decrease Internet traffic. Perhaps some organisations are unaware of this. System migration is unregulated and privileged. Despite no vulnerabilities or

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exploits, this functionality violates zerotrust. No sideways movement outside the micro perimeter. On the other hand, mesh network technologies like ZigBee operate in opposition to zero-trust. P2P communication is necessary, as is a trust paradigm that relies on keys or passwords rather than dynamic authentication methods.

Modernization through the use of technology

Problems may arise even for businesses that have the resources to build new data centres, implement role-based access models, and fully adopt zero trust. Additional technology is required to partition and execute zero-trust in a digital transition driven by cloud, DevOps, and the IoT. This may jeopardise the multi-user access of solutions and be too costly for big installations. If this isn't the best option for your project, just think about the licensing and storage expenses. Zero-trust frameworks and segmentation are determined by your Cloud use. Higher level cloud migrations cannot completely embrace Zero Trust.

How to deal with these challenges

Zero-trust networks have risks, but security-conscious organizations prefer them. Avoiding a black-or-white approach to zero trust is the best way to mitigate its risks. It is possible to deploy zero-trust architecture without wiping out systems. Choose the information and processes that are most important to your company. It is possible to implement access restrictions such as privileged access and two-step verification. Critical data is subject to zero-trust limits, whereas most data is subject to regular perimeter limitations. Zero-trust security can be implemented gradually without impacting cybersecurity. Companies are less vulnerable to challenges since they are not abandoning one system for another. Despite widespread cybersecurity efforts, data breaches persist. To prevent this, zero-trust cybersecurity secures assets rather than entry points. Companies can overcome zero-trust barriers if they know about them.

VI. FUTURE OF MULTI-CLOUD WITH ZERO TRUST SECURITY IN SAAS PLATFORMS

There is a greater chance of a security problem when it happens than if it does. This is particularly true for companies operating in the government, banking, finance, and healthcare industries, which handle sensitive data that is typically governed by stringent laws. In addition to internal threats, scammers, and ransomware gangs, these companies now have to deal with the additional difficulty of protecting the data perimeter in a multi-cloud environment.

New potential and security challenges are presented by multi-cloud environments for global corporations, hybrid work, and other contexts. A 2022 survey found that 89% of businesses utilise several clouds to deliver their apps and services, with 80% using a hybrid approach that combines private and public cloud[29].

Securing Infrastructure for Multi-Cloud

The challenges of protecting multi-cloud operations have led to a growing adoption of zero-trust security ideas and practices[30]. This component uses instructions to pertinent PEPs to initiate or terminate communication among a subject and a resource. For client access to business resources, the tool creates session-specific authentication tokens and credentials[31][32]. The PE's decision to permit or forbid the session largely determines its outcome. The session may start after the PA has authorised and authenticated the user by setting up the PEP. When the session is refused or previous consent is revoked, the PA instructs the PEP to deactivate the connection [33].

Evolving Encryption

Encryption is essential to security, but standards are evolving. A novel technique called quantum computing, which would take supercomputers hundreds of years to compute, is being developed by researchers at top tech companies. This means that malicious actors might potentially crack almost any encryption method using quantum computers. In Parhar's opinion, quantum computing "could come in the next few years, or it might be several years down the line." Threat actors may use "store now, decrypt later" tactics. This is another example of state-sponsored cybercriminals using new technologies to threaten enterprises. This option requires a partner to help prepare the business for post-quantum [34].

To safeguard encryption and multi-cloud platforms, Entrust collaborates with CIOs to build resilient infrastructure that can adapt fast to stay ahead of bad actors. To start, customers may take use of the company's cryptographic Centre of

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Excellence, which is there to assist them in assessing their cryptographic assets and learning how to best secure their data. Next, Entrust manages the found crypto assets' lifecycle, helping organizations preserve key and certificate accuracy. Lastly, in multi-cloud systems, Entrust oversees vendor collaboration to make sure that cloud participants help with security during workload migrations.

VII. LITERATURE OF REVIEW

This section provides related work on zero-trust architectures for enhancing security in multi-cloud saas platforms.

In Nai-meng et al., (2019),new management performance appraisal system modules are needed to increase performance assessment participation. Traditional performance assessments are formal and dull. Performance cloud and mobile gaming advantages are used to design and implement a performance game management tool to solve this problem. A SaaS cloud platform. Determine corporate basic performance appraisal module completion requirements. Performance-gaming cloud platform from established SaaS. Scene settings, performance game credit, and challenges appear after adding a game module. Finally, smartphone apps spread the system. Sales data from a fire-fighting equipment company was used to verify the method. The system enhanced sector income and employee participation[35].

In Liu, Chen and Junmei, (2020),network and continuing education informatization have expanded our distant continuing education infrastructure. Our construction talents and digital education resource quantity and quality have improved. Numerous low-resource centres need software creation, maintenance, and updates, and there are 311 of them spread among 20 provinces (including municipalities and autonomous territories) and 100 Aopeng. SaaS is one of three cloud computing models. This thesis's realistic, universallyapplicable, dynamic, and scalable SaaS-based online learning platform reduced software and hardware and increased remote continuing education in our university[36].

In Guo, Sun and Ji, (2022),An architecture for multi-tenant personalised warehousing modes, a platform for personalisation warehouse management in SaaS, and services for data isolation, interface customisation, fast positioning, and on-demand customisation are all proposed to solve the problem of traditional customisation not working in SaaS. The results of the experiments demonstrate that the suggested multi-tenant customised warehouse architecture may make advantage of shared storage resources, highly automated warehousing, and on-demand customisation for warehouse administration, data security, and user experience, in addition to isolating and customising data[37].

This Elgedawy, (2015),bound them closely to the selected data consistency methods, which hinders the adaptability and development of business services. The goal of this study is to solve this problem by introducing SULTAN, a composite data consistency approach for SaaS multi-cloud deployment. It allows software as a service provider to establish several data consistency constraints for the same service dynamically duringruntime. By separating SaaS services from cloud data storage, SULTAN makes it easy for services to switch across clouds without modifying their SaaS code[38].

This Yunanto and Pao, (2022),method has never been set up for Apache Access log data, even though it may have worked well in earlier use cases. Since our dataset lacks a label established by a domain expert, unlike previous log analysis datasets, we provide an alternate method for conducting and assessing the experiments for the identification of anomalous user behaviour. Our approach performs well on huge data and produces excellent results on little log data. This is a very promising outcome for the first phases of User Behaviour Risk Evaluation[39].

This paper (He et al., 2022), presents a synopsis of the existing ZTA and delves into the core technologies that support it, including methods for estimating trust, controlling access, and verifying identities. They summarise the benefits and drawbacks, present difficulties, and future research trends by comparing and analysing the primary solutions under each technology. Contributing to the study and implementation of future zero-trust systems is our primary objective[40].

This paper Integrity, (2021), provides an opportunity to regularly employ biometrics as a multi-factor authentication approach, which might increase the cyber security of public entities. In tandem with this solution's broad adoption, network architecture may be rethought to accommodate a ZTA methodology, allowing for a finer-grained approach to data and network security.Standards and restrictions set forth by the General Data Protection Regulation (GDPR) would also be met by the suggested system[41].

To create a table 1, for a survey paper summarizing the literature on zero-trust architectures for enhancing security in multi-cloud SaaS platforms

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Table 1: Summary of the related work for zero-trust architectures for enhancing security in SaaS platforms

Ref	Title/Description	Main Contribution	Technologies Used	Key Findings	Future Directions/Challenges
[35]	Performance Game Management Tool in SaaS	Designed a performance game management tool for SaaS platforms to enhance performance assessment participation.	SaaS, Mobile Apps	Increased sector income and employee participation.	Need for integration with existing corporate performance modules.
[36]	SaaS-based Online Learning Platform	Developed a dynamic and scalable SaaS platform for continuing education.	SaaS, Cloud Computing	Reduced software and hardware costs, improved remote education.	Upgrading low-resource centers remains a challenge.
[37]	Multi-Tenant Personalized Warehouse Management	Proposed a SaaS-based personalization warehouse model for data security and customization.	SaaS, Data Isolation	Enhanced data security, user experience, and resource sharing.	Need for further automation and user adaptability.
[38]	SULTAN: Composite Data Consistency for SaaS	Introduced SULTAN, a dynamic data consistency model for multi-cloud SaaS.	SaaS, Cloud Data Stores	Decouples SaaS services from cloud data, allowing flexibility.	Addressing potential latency issues in dynamic environments.
[39]	User Anomaly Behavior Detection	Proposed a method for user anomaly detection in Apache Access logs without domain expert labels.	Log Analysis, Machine Learning	Promising results in user behavior risk evaluation.	Requires labeling for enhanced analysis and larger datasets.
[40]	Zero Trust Architecture Core Technologies	Analyzed core technologies in zero trust architecture: authentication, access control, and trust assessment.	Zero Trust, Security Technologies	Summarized advantages and challenges of current solutions.	Future research needed on scalability and adaptability of solutions.
[41]	Multi-Factor Authentication in Zero Trust	Advocated for biometrics as a standard in public institutions' cybersecurity.	Biometrics, Zero Trust	Proposed granular security measures compliant with GDPR.	Implementation across various institutions and integration challenges.

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VIII. CONCLUSION AND FUTURE WORK

The adoption of scalable Zero-Trust Architectures presents a transformative opportunity for enhancing security in multi-cloud SaaS platforms. This method reduces the likelihood of data breaches and illegal access by making sure that all devices and users are subject to stringent authentication and constant monitoring. The implementation of ZTA not only strengthens the security framework of multi-cloud environments but also aligns with compliance requirements, thereby fostering trust among stakeholders. However, organizations must navigate various challenges, including integration complexities, performance overhead, and the need for a cultural shift towards security-first practices. Future research should focus on developing best practices for ZTA deployment, addressing potential barriers, and exploring automated solutions for streamlined security management. Ultimately, embracing a Zero-Trust model can empower organizations to confidently leverage the advantages of multi-cloud SaaS platforms while safeguarding their critical assets against evolving threats.

.By implication, the future work in this field is in the design of more complex security measures to strengthen multi-cloud security environments. The usage of quantum computing is still under development, but the existing cryptographic methods may not be secure once quantum computing is more developed, thus the study on quantum-resistant cryptographic methods is considered an important research direction.

Furthermore, artificial intelligence and machine learning can be utilized to automate threat identification in multi-cloud environments and improve continuous monitoring and fast reaction. Finally, the inter-cloud communication reference model requires safer and more efficient data exchange between heterogeneous clouds. Multi-cloud security will depend on these areas to protect organizations from modern cyber-attacks.

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