



# Zscaler Professional Services

## PS Credits Overview

Zscaler Professional Services can help streamline Zscaler adoption, optimize your environment, and maximize the value realized from your digital transformation. We bring the experience of supporting the transformation efforts of thousands of customers to every engagement.

This enables us to proactively help our customers avoid common pitfalls and overcome challenges with proven solutions. In addition, our deep product expertise and understanding of leading practices means your implementation will meet your business objectives and provide a solid foundation for maximizing your ability to scale confidently as your business grows.

Designed to minimize the learning curve and accelerate the realization of value derived from full adoption of your Zscaler products, our Professional Services offerings provide a range of services from technical guidance to hands-on assistance and staff augmentation. By engaging Zscaler Professional Services, businesses of all sizes can quickly attain the value of Zscaler's innovative platform.

### Features and Benefits:

- **Proactive Planning** – Plan for future professional service needs in advance
- **Smart Budgeting** – Accrue credits over time to fund future service needs
- **Breadth of Services** – Broad service catalog provides an array of services to support implementation, optimization, migration, health checks, and more
- **Ease and Simplicity** – Simply submit a request to redeem your credits toward the service you need and the Zscaler Professional Services team will begin coordinating the delivery of the services

## Zscaler Professional Services Credits

### ZCES-PRO-CREDITS

Professional Services (PS) credits provide a simple and cost-effective way to gain access to world-class expertise and assistance from Zscaler's Professional Services team.

Professional Services credits provide a common currency that allows the customer to purchase credits at any time to be redeemed later toward a variety of fixed-scope service offerings that support a range of needs from transformation, optimization, migration, and general deployment. This provides the ability to confidently plan for future service needs, no matter what the future brings.

#### How Professional Services Credits Work

- The minimum Professional Services credit order value is 20 Professional Services credits
- Credits are purchased upfront (100%) and prior to redemption
- Credits are non-refundable, and non-transferable
- Credits may not be redeemed for cash or credit
- Redemption quantity of credits must align to available service offering values. No fractional credit redemption or custom scoping is allowed
- Credits expire one calendar year from the date of purchase, even if the credit account has not been activated or utilized
- Credits may be redeemed for Zscaler Professional Services offerings presented in this document and Zscaler Education

#### How to Redeem:

Professional Services Credits may be redeemed in accordance with the applicable equivalent unit value per respective offering as follows:

- Contact your Zscaler Customer Success Manager (CSM) or Sales Representative to initiate a request for Professional Services credit redemption for the respective offering
- A representative from Zscaler will work to confirm available credit balance, discuss the scope of work to be performed, and any required prerequisites to be completed prior to project kickoff
- Upon the confirmation of scope and readiness, a Professional Services Consultant will reach out to initiate the project



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](https://www.zscaler.com) or follow us on Twitter @zscaler.

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