zscaler | U.S. Government Solutions

DATA SHEET

Zscaler Professional Services

Government Cloud Service Offerings

Maximize your Zscaler investment and accelerate critical initiatives with Zscaler's Professional Services for Government Clouds. Optimize your Zscaler experience so you can kickstart your zero trust initiatives with enhanced performance, better security, and improved user experiences.

Experience + Best Practices = Accelerated Adoption

Our Engineers, Project Managers, and Architects bring deep architectural, operational, and planning experience, bolstered by thousands of successful Zscaler implementations, that help you reduce risk and increase project success. By leveraging our years of experience, Zscaler's proven project delivery methodology, and knowledge of Zero Trust best practices, you can achieve *your* business & security objectives quickly.

The Right People + Public Sector = Mission Focus

The Zscaler Public Sector Professional Services organization is responsible for assisting in the deployment and adoption of Zscaler's Government Cloud offerings (FedRAMP, IL2, IL5, etc.) in support of Systems Integrators, the Defense Industrial Base sector, and US Government agencies. Our Public Sector delivery team is composed of Project Managers, Engineers, Architects, and people leaders that are driven by the mission of protecting critical US infrastructure and Government agencies.

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Services for Government Clouds

Residency Deployment Services
Remote Resident Engineer • Single Resource for 1 year
Remote Resident Team • Multiple Shared Resources for 1 year
Onsite Resident Engineer • Resource w/clearance or onsite requirements
GovCloud Ongoing Advisory Services • Single Part–Time Shared Resource for 1 year
Enterprise Deployment Services
GovCloud Foundations Package • Less complex deployments • Engineer + Project Manager
GovCloud Enterprise Package • Medium complexity deployments • Engineer + Project Manager
GovCloud Premier Package • Highly complex deployments • Architect + Engineer + Project Manager
Zero Trust Branch Deployment GovCloud • Customized site templates with testing • Engineer + Project Manager
Custom Deployment Services
Hourly/Daily Rate • Requires Statement of Work
FED40 • 40 hours, no Statement of Work

Residency Deployment Services: Offering Overview

Zscaler's Resident Service offerings enables you to augment your organization's expertise with Zscaler–certified resources to efficiently address skill and/or resource capacity gaps.

Flexibility & expertise

Zscaler Resident engagements are available in twelve month durations with special options for Customers that have unique onsite or clearance requirements. During a residency engagement the assigned resource(s) will focus on providing a high level of engagement for core deployment and implementation tasks/activities, including (but not limited to) project planning, architecture and design assistance, migration support, and knowledge transfer for Zscaler products.

Expand your team

The Resident resource(s) works directly with your staff, becoming intimately familiar with your unique environment, processes, and goals to ensure your success.

Increase adoption, reduce risk

The Resident offerings allows you to quickly increase the depth of Zscaler knowledge for your project/team, accelerate outcomes, and de–risk project execution.

Your Zscaler Resident resource(s) can assist your team with activities related to licensed Zscaler products and services, including but not limited to the following:

Ongoing support for...

- Planning & design workshops.
- Testing, validation, & implementation of Zscaler Platform.
- Operationalization of Zscaler Platform.

Actively assists with...

- Developing custom documentation (ex: I–ATO/ATO), as requested.
- Customer automation integration tasks via Zscaler APIs.
- Customer change control process refinement.
- Knowledge transfer sessions on Zscaler Platform (does not include courseware).

Ensures...

- Customer business & security requirements/objectives are implemented effectively.
- Policy configuration complies with industry standards, regulations, & security requirements.

Comes with...

- Zscaler Government Cloud–specific experience and best practices.
- Zero Trust best practice guidance.

Acts as a...

- Trusted Cybersecurity & Zero Trust advisor for Customer.
- Advocate for Customer within Zscaler.

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Residency Deployment Services: Offering Details

Offering: Remote Resident Engineer

SKU: ZCES-PRO-RES-12

	Description
Service Details	Remote Professional Services for Deployment & Operationalization of Zscaler products within large/complex organizations. Resource (Professional Services Engineer, not to exceed 1800 hours) assigned for duration of engagement. Can take up to 60 days to staff the engagement. Engagement not to exceed 1800 hours within a 12 month period. Two (2) CONUS onsite trips included (max 3 days onsite per trip). (US Citizen Required)
Resource Allocation	Single resource (either an Engineer or a Project Manager).
Statement of Work	Not required.
Staffing Timelines	⚠ Can take up to 60 days to staff the engagement.
Staffing Location	• Remotely provide guidance and assistance via email, phone, and web conferencing solutions. • Up to two (2) CONUS onsite trip included (max 3 days onsite per trip).[1]
Planned Effort	Up to 1800 hours.
Contract Duration	Up to 12 Months of engagement from Professional Services or exhaustion of project hours (1800 hours), whichever comes first. Engagement "start date" based upon date of purchase (AKA "Service Subscription Start Date"), unless otherwise specified on customer purchase order.
Education Units	Not included.
Disclaimer	Zscaler Deployment and Professional Services Terms and Conditions

[1]Availability will be based upon current Zscaler corporate guidelines and current CDC travel guidelines related to any ongoing travel health notice(s). Please consult your Zscaler account team for the current status of travel & onsite engagements.

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Residency Deployment Services: Offering Details

Offering: Remote Resident Team
SKU: ZCES-PRO-RES-12-TEAM

	Description
Service Details	Remote Professional Services for Deployment & Operationalization of Zscaler products within large/complex organizations. Multiple shared resources (Project Manager, not to exceed 450 hours; Professional Services Engineer, not to exceed 1350 hours; Architect, not to exceed 80 hours) for duration of engagement. Resources are shared (not dedicated). Can take up to 60 days to staff the engagement. Engagement not to exceed 1800 hours within a 12 month period. Two (2) CONUS onsite trips included (max 3 days onsite per trip). (US Citizen Required)
Resource Allocation	Shared resources: Architect, Engineer, & Project Manager
Statement of Work	Not required.
Staffing Timelines	⚠ Can take up to 60 days to staff the engagement.
Staffing Location	• Remotely provide guidance and assistance via email, phone, and web conferencing solutions. • Up to two (2) CONUS onsite trip included (max 3 days onsite per trip).[1]
Planned Effort	Up to 1800 hours.
Contract Duration	Up to 12 Months of engagement from Professional Services or exhaustion of project hours (1800 hours), whichever comes first. Engagement "start date" based upon date of purchase (AKA "Service Subscription Start Date"), unless otherwise specified on customer purchase order.
Education Units	Not included.
Disclaimer	Zscaler Deployment and Professional Services Terms and Conditions

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Residency Deployment Services: Offering Details

Offering: Onsite Resident Engineer

SKU: ZCES-PRO-RES-12-SPECIAL-ACCESS

	Description
Service Details	Professional Services for Deployment & Operationalization of Zscaler products within large/complex organizations. Offering is specifically for customers that require onsite personnel (Monday thru Friday; standard business hours) and/or have unique access requirements (US Government clearances). One (1) Professional Services Engineer (dedicated resource; not to exceed 1800 hours) for duration of engagement. Can take up to 60 days to staff the engagement. Engagement not to exceed 1800 hours within a 12 month period. (US Citizen Required)
Resource Allocation	Single resource (either an Engineer or a Project Manager).
Statement of Work	Not required.
Staffing Timelines	⚠ Can take up to 60 days to staff the engagement.
Staffing Location	⚠ To be agreed upon in writing between Zscaler and Customer prior to acceptance of Purchase Order. Changes to the staffing location after acceptance of Purchase Order require written approval from Zscaler Professional Services leadership and will impact Staffing Timelines.
Planned Effort	Up to 1800 hours.
Contract Duration	Up to 12 Months of engagement from Professional Services or exhaustion of project hours (1800 hours), whichever comes first. Engagement "start date" based upon date of purchase (AKA "Service Subscription Start Date"), unless otherwise specified on customer purchase order.
Education Units	Not included.
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Residency Deployment Services: Offering Details

Offering: GovCloud Ongoing Advisory Services
SKU: ZCES-PRO-ADVISORY

	Description
Service Details	Remote Professional Services to provide ongoing Advisory Services. One (1) Professional Services Engineer (shared resource; not to exceed 900 hours over 12 months). Includes planning and advisory support for Zscaler Platform Products. Up to one (1) CONUS onsite trip included (max 3 days onsite). Period of Performance is 365 days from the date of PO. (US Citizen Required)
Resource Allocation	Shared single resource (either an Engineer or a Project Manager).
Statement of Work	Not required.
Staffing Timelines	Resource assignment typically occurs within 72 business hours after Zscaler booking.
Staffing Location	• Remotely provide guidance and assistance via email, phone, and web conferencing solutions. • Up to one (1) CONUS onsite trip included (max 3 days onsite).[1]
Planned Effort	Up to 900 hours, part time.
Contract Duration	Up to 12 Months of engagement from Professional Services, exhaustion of project hours, or completion of project tasks, whichever comes first. Engagement "start date" based upon date of purchase (AKA "Service Subscription Start Date"), unless otherwise specified on customer purchase order.
Education Units	Not included.
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Enterprise Deployment Services: Offering Overview

Built on Zscaler's enterprise deployment experience, the *GovCloud Foundations*, *GovCloud Enterprise*, and *GovCloud Premier* offerings can help you overcome unique deployment and digital transformation challenges. Complex use cases (including heterogeneous environments), challenging migrations from legacy toolsets, and organizations managing multiple sub-agencies are ideal applications of these service offerings.

Offering Benefits

Best practices with a comprehensive approach

The Enterprise Deployment service offerings were crafted to guide the deployment and optimization of Zscaler solutions for customers with differing levels of complexity, with an emphasis on manageability and security. During the engagement the Zscaler Professional Services team will leverage best practices to provide your organization with both a detailed design plan and a detailed project plan.

Tailored deployment

The Zscaler project team will utilize design workshops to draft a custom design plan crafted to showcase your specific architectural/environmental use cases in order to provide a prescriptive strategy for deployment. This customized deployment plan will help your organization stay in front of any expiring hardware, software, or maintenance deadlines that might impact your organization.

In-depth training...Included!

Zscaler recognizes that training is a critical component to the success of any deployment. As part of the Enterprise Deployment service offerings, you have access to the same courses taken by Zscaler Engineers & Architects. Participating in Zscaler training helps build confidence and proficiency in the administration and management of your Zscaler deployment, as well as introducing your teams to the latest platform features of Zscaler's Zero Trust Exchange.

Offering Highlights

The specific characteristics of each of the Enterprise Deployment service offerings are as follows:

GovCloud Foundations

- Low complexity engagements
  These deployments are usually focused on smaller deployments with clear objectives. They often do not have the full breadth of Zscaler features/components purchased.
- Engineer + Project Manager
- Planned effort of 130 hours
- Includes 20 Education Units

GovCloud Enterprise

- Medium complexity engagements
  These deployments are usually focused on larger enterprise deployments and often have technological or organizational risk factors that need to be uniquely solved for. This offering is sometimes used for smaller deployments that are seeking to deploy the full breadth and depth of the Zscaler Platform.
- Engineer + Project Manager
- Planned effort of 260 hours
- Includes 40 Education Units

GovCloud Premier

- High complexity engagements
  These deployments are usually focused on complex deployments that require significant engagement to ensure the full breadth and depth of the Zscaler Platform is deployed.
- Architect + Engineer + Project Manager
- Planned effort of 510 hours
- Includes 50 Education Units

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Enterprise Deployment Services: Offering Overview

Offering: Zero Trust Branch Deployment GovCloud
SKU: ZCES-PRO-ZTB-TEMPLATE

	Description
Service Details	Remote Professional Services for Zero Trust Branch deployment. One (1) Professional Services Engineer (shared resource; not to exceed 90 hours) and one (1) Project Manager (shared resource; not to exceed 40 hours). Services include Plan, Design, Configure, Pilot, and Production Phases for deployment of one (1) Zero Trust Branch site template. Scope to be identified in Planning and use cases prioritized according to customer need and Level of Effort purchased. The resulting site template supports materially similar branch architectures. Period of Performance is 365 days from the date of PO. (US Citizen Required).
Resource Allocation	Shared resources: Engineer & Project Manager
Statement of Work	Not required.
Staffing Timelines	Resource assignment typically occurs within 72 business hours after Zscaler booking.
Staffing Location	Remotely provide guidance and assistance via email, phone, and web conferencing solutions.
Planned Effort	Up to 130 hours.
Contract Duration	Up to 12 Months of engagement from Professional Services, exhaustion of project hours, or completion of project tasks, whichever comes first. Engagement "start date" based upon date of purchase (AKA "Service Subscription Start Date"), unless otherwise specified on customer purchase order.
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Enterprise Deployment Services: Offering Overview

Offering: GovCloud Foundations
SKU: ZCES-PRO-FOUNDATIONS

	Description
Service Details	Remote Professional Services for less complex Zscaler deployments. One (1) Professional Services Engineer (shared resource; not to exceed 90 hours) and one (1) Project Manager (shared resource; not to exceed 40 hours). Services include Plan, Design, Configure, Pilot, and Production Phases for Zscaler Platform Products. Scope to be identified in Planning and use cases prioritized according to customer need and Level of Effort purchased. Period of Performance is 365 days from the date of PO. Includes: 20 Education Units (ZCES-EDU-UNIT). (US Citizen Required)
Resource Allocation	Shared resources: Engineer & Project Manager
Statement of Work	Not required.
Staffing Timelines	Resource assignment typically occurs within 72 business hours after Zscaler booking.
Staffing Location	Remotely provide guidance and assistance via email, phone, and web conferencing solutions.
Planned Effort	Up to 130 hours.
Contract Duration	Up to 12 Months of engagement from Professional Services, exhaustion of project hours, or completion of project tasks, whichever comes first. Engagement "start date" based upon date of purchase (AKA "Service Subscription Start Date"), unless otherwise specified on customer purchase order.
Education Units	20 Education Units included. Each Unit is redeemable for any of the following: • One (1) Unit per (proctored) Certification Exam • Four (4) Units per 1 day (8 hours) virtual instructor-led training Standard eLearning included in product subscription.
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Enterprise Deployment Services: Offering Overview

Offering: GovCloud Enterprise

SKU: ZCES-PRO-ENTERPRISE

	Description
Service Details	Remote Professional Services for medium Zscaler deployments. One (1) Professional Services Engineer (shared resource; not to exceed 180 hours) and one (1) Project Manager (shared resource; not to exceed 80 hours). Services include Plan, Design, Configure, Pilot, and Production Phases for Zscaler Platform Products. Scope to be identified in Planning and use cases prioritized according to customer need and Level of Effort purchased. Period of Performance is 365 days from the date of PO. Includes: 40 Education Units (ZCES-EDU-UNIT). (US Citizen Required)
Resource Allocation	Shared resources: Engineer & Project Manager
Statement of Work	Not required.
Staffing Timelines	Resource assignment typically occurs within 72 business hours after Zscaler booking.
Staffing Location	Remotely provide guidance and assistance via email, phone, and web conferencing solutions.
Planned Effort	Up to 260 hours.
Contract Duration	Up to 12 Months of engagement from Professional Services, exhaustion of project hours, or completion of project tasks, whichever comes first. Engagement "start date" based upon date of purchase (AKA "Service Subscription Start Date"), unless otherwise specified on customer purchase order.
Education Units	40 Education Units included. Each Unit is redeemable for any of the following: • One (1) Unit per (proctored) Certification Exam • Four (4) Units per 1 day (8 hours) virtual instructor-led training Standard eLearning included in product subscription.
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Enterprise Deployment Services: Offering Overview

Offering: GovCloud Premier

SKU: ZCES-PRO-PREMIER

	Description
Service Details	Remote Professional Services for complex Zscaler deployments. One (1) Professional Services Engineer (shared resource; not to exceed 340 hours), one (1) Project Manager (shared resource; not to exceed 130 hours), & one (1) Architect (shared resource; not to exceed 40 hours). Services include Plan, Design, Configure, Pilot, and Production Phases for Zscaler Platform Products. Scope to be identified in Planning and use cases prioritized according to customer need and Level of Effort purchased. Period of Performance is 365 days from the date of PO. Includes: 50 Education Units (ZCES-EDU-UNIT). (US Citizen Required)
Resource Allocation	Shared resources: Engineer & Project Manager
Statement of Work	Not required.
Staffing Timelines	Resource assignment typically occurs within 72 business hours after Zscaler booking.
Staffing Location	Remotely provide guidance and assistance via email, phone, and web conferencing solutions.
Planned Effort	Up to 510 hours.
Contract Duration	Up to 12 Months of engagement from Professional Services, exhaustion of project hours, or completion of project tasks, whichever comes first. Engagement "start date" based upon date of purchase (AKA "Service Subscription Start Date"), unless otherwise specified on customer purchase order.
Education Units	50 Education Units included. Each Unit is redeemable for any of the following: • One (1) Unit per (proctored) Certification Exam • Four (4) Units per 1 day (8 hours) virtual instructor-led training Standard eLearning included in product subscription.
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Custom Deployment Services: Offering Overview

Maximize your Zscaler investment and accelerate critical initiatives with deployment services customized to your requirements.

Zscaler Professional Services – Custom Services – 1 Hour

The Custom Services offering provides a flexible way for you and Zscaler to develop a customized solution that is based on a mutual understanding of your specific delivery requirements. However, this flexibility requires that Zscaler and your team adequately discuss and document your requirements ahead of time to ensure both parties are clear on delivery expectations, success criteria, and exit criteria.

In cases in which your procurement regulations require a written and counter-signed Statement of Work (SoW), this offering should be used.

Zscaler Professional Services – GovCloud – FED40

The FED40 offering provides you with a no-fuss method to procure Professional Services (each unit consists of 40 hours) to help streamline Zscaler deployment, maintenance, and new endeavors as you scale your digital transformation. Zscaler resources will work with you remotely to scope each project, maintain consistent and open communication with your teams, and work to drive defined goals.

Each unit is dedicated to a single resource. If only one (1) unit is purchased that resource will automatically be assigned to an Engineer.

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Custom Deployment Services: Offering Overview

Offering: Custom Services – 1 Hour

SKU: ZCES-PRO-SVC-H

	Description
Resource Allocation	Variable. Exact details to be specified in the Statement of Work.
Statement of Work	Required. This offering requires both parties to agree to and sign/countersign a Statement of Work.
Staffing Timelines	Resource assignment typically occurs within 72 business hours after Zscaler booking, unless onsite or cleared resourcing is required (can take up to 60 days to staff the engagement).
Staffing Location	All resources are provided remotely, unless otherwise specified in the Statement of Work.
Planned Effort	Variable. Exact details to be specified in the Statement of Work.
Contract Duration	Variable. Exact details to be specified in the Statement of Work.
Education Units	Not included, unless otherwise specified in the Statement of Work.
Terms and Conditions	Variable. Exact details to be specified in the Statement of Work.

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Custom Deployment Services: Offering Overview

Offering: Professional Services – GovCloud
SKU: ZCES-PRO-FED40

	Description
Service Details	Each unit is dedicated to a single resource. If only one (1) unit is purchased that resource will automatically be assigned to an Engineer.
Resource Allocation	Shared resource: Engineer and/or Project Manager.
Statement of Work	Not required. All work performed at direction of customer.
Staffing Timelines	Resource assignment typically occurs within 72 business hours after Zscaler booking.
Staffing Location	Remotely provide guidance and assistance via email, phone, and web conferencing solutions.
Planned Effort	• Engagement not to exceed 40 hours per activated unit. • Completion of the engagement is not tied to milestones, documentation, or other accomplishments.
Contract Duration	• Upon unit activation, all unit services must be consumed within 90 days. • Activate a unit at any time within 365 days of date of purchase.
Education Units	Not included.
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Zscaler Government Clouds: Additional Resources

Become familiar with Zscaler's Government Cloud ecosystem by exploring the following resources.

Zscaler Government Clouds

The following is a list of Zscaler's US Government authorized cloud offerings (current as of 04/2025):

	Zscaler Internet Access (ZIA)	Zscaler Digital Experience (ZDX)	Zscaler Private Access (ZPA)
FedRAMP Moderate / DoD IL2 (agency authorized)	**zscalergov.net**	**zdxgov.net**	**zpagov.us**
FedRAMP High / DoD IL5 (JAB authorized)	**zscalerten.net**	**zdxten.net**	**zpagov.net**

Zscaler Privacy & Compliance – zscaler.com/compliance/overview
Provides information relating to Commercial Certifications (SOC 2, ISO 27001, etc.), Government Certifications (FedRAMP, FIPS, CJIS, ITAR, etc.), and White Papers & Attestations (HIPAA, PCI, etc.) for all of Zscaler's cloud offerings.

Zscaler Government Cloud Trust Portal – trust.zscaler.us
Provides the operating status of Zscaler's Government Cloud offerings. This includes the ability to sign up for alerts regarding Maintenance, Incidents, Advisories, and Notifications.

Zscaler Government Cloud Support – help.zscaler.us/contact-support
Provides an overview of the Support Services (verified US Citizens on US Soil) that Zscaler provides for customers of Zscaler's Government Cloud offerings.

Zscaler Support Guide for Government Cloud Users – zscaler-support-guide-for-government-users.pdf
Provides best practices on how to optimally leverage the Zscaler Support offering for Zscaler's Government Cloud offerings.

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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 SASE-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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