zscaler | Enterprise Subscriptions

DATA SHEET

Advanced Services

Security technology never stands still. Neither should your Zero Trust strategy.

Zscaler Advanced Services is an expert-led, proactive consulting subscription designed to help you continuously mature your Zero Trust strategy in a rapidly evolving security landscape.

As your business adopts new solutions and priorities shift, our Advanced Services Consultants (ASCs) provide the necessary expertise to validate your planning and design decisions.

Experience + Proven Methods = Trusted Decisions

The core value of Advanced Services is achieving trusted, confident decisions that accelerate your security transformation and help prevent costly rework. By partnering with our ASCs, who bring experience from thousands of enterprise engagements, you gain access to proven architecture and design best practices, validated planning and design methodologies, and a proactive framework for evaluating ongoing architecture improvements.

Continuous Guidance + Real Expertise = Bottom Line

The program is designed to deliver a clear return on investment by focusing your time, effort, and resources where they matter most. Key outcomes include turning business goals into an actionable Zero Trust roadmap, designing a scalable cross-technology architecture, streamlining security policies to reduce technical debt, and receiving clear validation for production readiness.

Advanced Services

Advisory Delivery

Strategic Design Advisory

Strategy meets actionable roadmaps
- Turn business goals into actionable direction

Design meets compatibility
- Cross-technology architecture that scales

Policy meets today's use cases
- Streamlined to reduce overlap & tech debt

Decisions meet validation
- Clear confirmation for production readiness

Practical, Proactive Focus

Partner & Team Enablement
- Teams work from the same playbook
- Checkpoints for quality assurance

Continuity, not silos
- ASCs know the tech and your business, and
- Amplify Partners, TSMs & Account Teams

Incremental Value
- Predictable cadence of high-value advice
- Expertise for client-specific solutions

An In-Advance Service

Early Access
- Product engineers, products, specialists

Early Warning
- Rigorous pilot testing, bug scrubs & releases

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Advanced Services: Proven Methodology

This ongoing advisory service offers structured planning, design, validation, and project management across your selected Technology Areas, ensuring your Zero Trust architecture remains aligned with your business objectives and is prepared for future challenges.

One team. One direction.

Our services are delivered through a flexible, outcome-based model tailored to your priorities. You will be supported by a named delivery team, including an Advanced Services Consultant and a Project Manager, who provide consistent guidance remotely.

A proven method, applied continuously

The engagement is structured around a series of recurring deliverables—such as Architecture Workshops, Roadmap Alignments, and Design Validation sessions—with a recommended cadence that can be adjusted as your needs evolve. This subscription-based approach ensures continuous alignment and knowledge transfer, empowering your teams to work from a single playbook and move forward with greater consistency and clarity.

PLAN WITH CONFIDENCE. DESIGN FOR SUCCESS. VALIDATE BEFORE PRODUCTION. STAY AHEAD OF CHANGE. WORK AS ONE TEAM:

Plan with confidence...

- Architecture & use case alignment
- Zero Trust strategy & roadmap
- Governance & operational planning

Design for success...

- High-level architecture guidance
- Policy & security design
- Detailed design workshops

Validate before production...

- Pilot testing & design validation
- Architecture compatibility guidance
- As-built design documentation

Stay ahead of change...

- Dependency & change planning
- Release & bug impact advisory
- Cross-technology guidance

Work as one team...

- Partner deployment guidance
- Technical decision support
- Continuous architecture reviews
- Knowledge transfer & operational coaching

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Zscaler Core Subscription Advanced Services

Offering: Zscaler Core Subscription Advanced Services

SKU: ZCES-PRO-ADV-SERVICES-CORE

	Description
Subscription Overview	Ongoing advisory subscription providing structured planning, design, validation, and project management services across customer-selected Technology Areas. Services are delivered through recurring, outcome-based engagements aligned to customer priorities throughout the subscription term.
Delivery Team	One (1) Named Advanced Services Consultant, One (1) Named Project Manager, Specialist Consultants (engaged as needed). • Remote advisory delivery • Named delivery resources • Customer-led implementation • Alignment with Approved Partners
Technology Capacity	Includes up to two (2) concurrent Technology Areas. Technology Areas may be changed throughout the subscription as business priorities evolve. All purchased products within active Technology Areas are included in the delivery plan. Up to two (2) Technology Area changes per subscription year.
Included Deliveries and Recommended Cadence	Architecture & Use Case Workshops. Recommended: Two (2) deliveries per year. Zero Trust Strategy & Roadmap Alignment. Recommended: Two (2) deliveries per year. High-Level Architecture Documentation. Recommended: Four (4) deliveries per year. Detailed Design Workshops. Recommended: Four (4) deliveries per year. As-Built Design Documentation. Recommended: Four (4) deliveries per year. Release & Bug Impact Advisory. Recommended: Four (4) deliveries per year. Knowledge Transfer & Operational Readiness. Recommended: Four (4) deliveries per year. Pilot Testing & Design Validation. Recommended: Six (6) deliveries per year.
Delivery Recommendations	The recommended delivery schedule is based on Zscaler best practices. The mix of included deliveries may be adjusted throughout the subscription to match changing business priorities while remaining within the Annual Delivery Limit.
Annual Delivery Limit	Up to 40 outcome-based deliveries. Deliveries may be exchanged or reprioritized throughout the subscription based on customer priorities and consultant recommendations, provided substitutions are made only among the outcome-based delivery inclusions. Subject to customer availability and deliverable prerequisites.
Subscription Term	This subscription co-terms with the applicable Product Subscription and renews in accordance with the customer's governing commercial agreement. Delivery of Advanced Services is subject to the applicable Master Services Agreement (MSA), Order Form, and all other governing contractual terms.
Education Credits	Includes 15 Zscaler Education Credits per year
Disclaimer	Zscaler Deployment and Professional Services Terms and Conditions

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Zscaler Pro Subscription Advanced Services

Offering: Zscaler Core Subscription Advanced Services

SKU: ZCES-PRO-ADV-SERVICES-PLUS

	Description
Subscription Overview	Ongoing advisory subscription providing structured planning, design, validation, and project management services across customer-selected Technology Areas. Services are delivered through recurring, outcome-based engagements aligned to customer priorities throughout the subscription term.
Delivery Team	One (1) Named Advanced Services Consultant, One (1) Named Project Manager, Specialist Consultants (engaged as needed). • Remote advisory delivery • Named delivery resources • Customer-led implementation • Alignment with Approved Partners
Technology Capacity	Includes up to three (3) concurrent Technology Areas. Technology Areas may be changed throughout the subscription as business priorities evolve. All purchased products within active Technology Areas are included in the delivery plan. Up to two (2) Technology Area changes per subscription year.
Included Deliveries and Recommended Cadence	Architecture & Use Case Workshops. Recommended: Two (2) deliveries per year. Zero Trust Strategy & Roadmap Alignment. Recommended: Two (2) deliveries per year. High-Level Architecture Documentation. Recommended: Four (4) deliveries per year. Detailed Design Workshops. Recommended: Four (4) deliveries per year. As-Built Design Documentation. Recommended: Six (6) deliveries per year. Release & Bug Impact Advisory. Recommended: Six (6) deliveries per year. Knowledge Transfer & Operational Readiness. Recommended: Four (4) deliveries per year. Pilot Testing & Design Validation. Recommended: Six (6) deliveries per year. **Dependency & Change Management Plan. Recommended: Four (4) deliveries per year.** **User Experience & Resiliency Optimization. Recommended: Two (2) deliveries per year.**
Delivery Recommendations	The recommended delivery schedule is based on Zscaler best practices. The mix of included deliveries may be adjusted throughout the subscription to match changing business priorities while remaining within the Annual Delivery Limit.
Annual Delivery Limit	Up to 50 deliveries. Deliveries may be exchanged or reprioritized throughout the subscription based on customer priorities and consultant recommendations, provided substitutions are made only among the outcome-based delivery inclusions. Subject to customer availability and deliverable prerequisites.
Subscription Term	This subscription co-terms with the applicable Product Subscription and renews in accordance with the customer's governing commercial agreement. Delivery of Advanced Services is subject to the applicable Master Services Agreement (MSA), Order Form, and all other governing contractual terms.
Education Credits	Includes 30 Zscaler Education Credits per year.
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Zscaler Pro Subscription Advanced Services

Offering: Zscaler Core Subscription Advanced Services
SKU: ZCES-PRO-ADV-SERVICES-PRO

	Description
Subscription Overview	Ongoing advisory subscription providing structured planning, design, validation, and project management services across customer-selected Technology Areas. Services are delivered through recurring, outcome-based engagements aligned to customer priorities throughout the subscription term.
Delivery Team	One (1) Named Advanced Services Consultant, One (1) Named Project Manager, Specialist Consultants (engaged as needed). • Remote advisory delivery • Named delivery resources • Customer-led implementation • Alignment with Approved Partners
Technology Capacity	Includes up to four (4) concurrent Technology Areas. Technology Areas may be changed throughout the subscription as business priorities evolve. All purchased products within active Technology Areas are included in the delivery plan. Up to two (2) Technology Area changes per subscription year.
Included Deliveries and Recommended Cadence	Architecture & Use Case Workshops. Recommended: Four (4) deliveries per year. Zero Trust Strategy & Roadmap Alignment. Recommended: Four (4) deliveries per year. High-Level Architecture Documentation. Recommended: Four (4) deliveries per year. Detailed Design Workshops. Recommended: Twelve (12) deliveries per year. As-Built Design Documentation. Recommended: Six (6) deliveries per year. Release & Bug Impact Advisory. Recommended: Six (6) deliveries per year. Knowledge Transfer & Operational Readiness. Recommended: Six (6) deliveries per year. Pilot Testing & Design Validation. Recommended: Six (6) deliveries per year. Dependency & Change Management Plan. Recommended: Four (4) deliveries per year. **User Experience & Resiliency Optimization. Recommended: Two (2) deliveries per year.** **Proactive Cross-technology Optimization. Recommended: Two (2) deliveries per year.** **Policy & Security Excellence Design. Recommended: Four (4) deliveries per year.**
Delivery Recommendations	The recommended delivery schedule is based on Zscaler best practices. The mix of included deliveries may be adjusted throughout the subscription to match changing business priorities while remaining within the Annual Delivery Limit.
Annual Delivery Limit	Up to 70 outcome-based deliveries. Deliveries may be exchanged or reprioritized throughout the subscription based on customer priorities and consultant recommendations, provided substitutions are made only among the outcome-based delivery inclusions. Subject to customer availability and deliverable prerequisites.
Subscription Term	This subscription co-terms with the applicable Product Subscription and renews in accordance with the customer's governing commercial agreement. Delivery of Advanced Services is subject to the applicable Master Services Agreement (MSA), Order Form, and all other governing contractual terms.
Education Credits	Includes 40 Zscaler Education Credits per year.
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Zscaler Elite Subscription Advanced Services

Offering: Zscaler Elite Subscription Advanced Services

SKU: ZCES-PRO-ADV-SERVICES-ELITE

	Description
Subscription Overview	Ongoing advisory subscription providing structured planning, design, validation, and project management services across customer-selected Technology Areas. Services are delivered through recurring, outcome-based engagements aligned to customer priorities throughout the subscription term.
Delivery Team	Two (2) Named Advanced Services Consultants, One (1) Named Project Manager, Specialist Consultants (engaged as needed). • Remote advisory delivery • Named delivery resources • Customer-led implementation • Alignment with Approved Partners
Technology Capacity	Includes up to six (6) concurrent Technology Areas. Technology Areas may be changed throughout the subscription as business priorities evolve. All purchased products within active Technology Areas are included in the delivery plan. Up to two (2) Technology Area changes per subscription year.
Included Deliveries and Recommended Cadence	Architecture & Use Case Workshops. Recommended: Four (4) deliveries per year. Zero Trust Strategy & Roadmap Alignment. Recommended: Four (4) deliveries per year. High-Level Architecture Documentation. Recommended: Four (4) deliveries per year. Detailed Design Workshops. Recommended: Twelve (12) deliveries per year. As-Built Design Documentation. Recommended: Six (6) deliveries per year. Release & Bug Impact Advisory. Recommended: Twelve (12) deliveries per year. Knowledge Transfer & Operational Readiness. Recommended: Six (6) deliveries per year. Pilot Testing & Design Validation. Recommended: Six (6) deliveries per year. Dependency & Change Management Plan. Recommended: Four (4) deliveries per year. User Experience & Resiliency Optimization. Recommended: Four (4) deliveries per year. Proactive Cross-technology Optimization. Recommended: Six (6) deliveries per year. Policy & Security Excellence Design. Recommended: Four (4) deliveries per year. **Governance & Operational Excellence Design. Recommended: Four (4) deliveries per year.**
Delivery Recommendations	The recommended delivery schedule is based on Zscaler best practices. The mix of included deliveries may be adjusted throughout the subscription to match changing business priorities while remaining within the Annual Delivery Limit.
Annual Delivery Limit	Up to 80 outcome-based deliveries. Deliveries may be exchanged or reprioritized throughout the subscription based on customer priorities and consultant recommendations, provided substitutions are made only among the outcome-based delivery inclusions. Subject to customer availability and deliverable prerequisites.
Subscription Term	This subscription co-terms with the applicable Product Subscription and renews in accordance with the customer's governing commercial agreement. Delivery of Advanced Services is subject to the applicable Master Services Agreement (MSA), Order Form, and all other governing contractual terms.
Education Credits	Includes 50 Zscaler Education Credits per year.
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Advanced Services – Delivery Completion Criteria

Delivery Types	Outcome-based Focus	Delivery Completion Criteria
Architecture & Use Case Workshops	Align business priorities with Zero Trust objectives.	1. Business Objectives Documented 2. Priority Use Cases Identified 3. Alignment Findings Reviewed
Zero Trust Strategy & Roadmap Alignment	Define a strategic roadmap for Zero Trust adoption.	1. Strategic Roadmap Delivered 2. Priorities & Dependencies Documented 3. Recommendations Reviewed
High-Level Architecture Documentation	Establish a shared architectural blueprint.	1. Target Architecture Documented 2. Key Integrations Identified 3. Architecture Review Completed
Policy & Security Excellence Design	Define a consistent framework for policy enforcement.	1. Policy Framework Documented 2. Enforcement Guidance Delivered 3. Recommendations Reviewed
Detailed Design Workshops	Translate strategy into technical configuration decisions.	1. Technical Design Decisions Documented 2. Configuration Approach Defined 3. Design Review Completed
As-Built Design Documentation	Preserve customer-specific design decisions.	1. Documentation Delivered 2. Customer-Specific Decisions Recorded 3. Configuration Advisory Provided
Release & Bug Impact Advisory	Prepare for environment-specific operational impacts.	1. Environment Assessment Completed 2. Impact Findings Documented 3. Recommendations Reviewed
Knowledge Transfer & Operational Readiness	Support operational readiness through customer-specific guidance.	1. Knowledge Sessions Completed 2. Operational Guidance Reviewed 3. Readiness Gaps Identified
Pilot Testing & Design Validation	Validate design decisions before implementation.	1. Design Validation Meets Requirements 2. Testing Findings Communicated 3. Recommended Changes Reviewed
Dependency & Change Management Plan	Support informed decisions as priorities evolve.	1. Dependencies Surfaced 2. Change Impacts Assessed 3. Planning Guidance Communicated
User Experience & Resiliency Optimization	Strengthen resiliency and user experience across technologies.	1. Experience Assessment Completed 2. Improvement Opportunities Identified 3. Recommendations Communicated
Proactive Cross-technology Optimization	Improve alignment across interconnected technologies.	1. Cross-Tech Assessment Completed 2. Integration Findings Documented 3. Recommendations Communicated
Governance & Operational Excellence Design	Establish a framework for operational governance.	1. Governance Assessment Completed 2. Operating Guidance Communicated 3. Governance Findings Reviewed

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Technology Areas

Offerings: ZCES-PRO-ADV-SERVICES-CORE, ZCES-PRO-ADV-SERVICES-PLUS, ZCES-PRO-ADV-SERVICES-PRO, ZCES-PRO-ADV-SERVICES-ELITE

Technology Areas	
Coverage	A Technology Area encompasses all generally available products, capabilities, and platform features associated with that domain at the time of delivery, including future product entitlements added to that Technology Area during the subscription term.
Entitlement	Technology Areas may be changed throughout the subscription as business priorities evolve. All purchased products within active Technology Areas are included in the delivery plan.
Technology Area Options	
Core Transformation	Zscaler Internet Access (ZIA), Zscaler Private Access (ZPA), Zscaler Digital Experience (ZDX), Advanced Sandbox, Advanced Firewall, Advanced App Segmentation, Test Environments, Source IP Anchoring, Private Service Edges.
Data Security	Workflow Automation, Inline Data Security, SaaS App Data Security, Email Data Security, Browser Isolation Advanced, DSPM, SSPM, Endpoint Data Security, Classification & Encryption.
Zero Trust Cloud	Cloud Connectors, Network Integration, Policy Enforcement Profiles, Advanced Cloud Templates, Custom Cloud Controls, Zero Trust Gateway, Workload Virtual Desktop, Cloud Tagging, Microsegmentation.
Zero Trust Branch	Zero Trust Branch, Zero Trust Branch VM SD-WAN, Advanced Location Templates, High Availability, Branch Segmentation, Zero Trust IoT Advanced, Network Connectivity Diagrams, Advanced Branch Policies, Branch Isolation.
AI Security	GenAI Report, AI Guard for Users, AI Scanning, AI Apps and Infrastructure, AI Red Teaming, Advanced AI Traffic Proxies, AI Guardrails, AI Governance, AI SPM.
Security Operations	Deception Advanced, Decoys, Risk360, Unified Vulnerability Management, Asset Exposure Management, Data Fabric, Business Insights, Breach Protector, Threat Hunting.
Product Entitlements	
Current Product Entitlements	Advanced Services may be applied across all products and capabilities included in the customer's active subscription within each selected Technology Area. All Advanced Services deliverables are available for actively entitled products.
Future Product Entitlements	Advanced Services may provide strategic planning and design guidance for products the customer intends to purchase within a selected Technology Area. Activities that require access to, configuration of, validation of, or optimization within a product are available only after the applicable product entitlement becomes active.
Available Only for Active Product Entitlements	Detailed Design Workshops, As-Built Design Documentation, Policy & Security Excellence Design, Pilot Testing & Design Validation, Knowledge Transfer & Operational Readiness, User Expereince & Resiliency Optimization, Proactve Cross-Technology Optimization, Release & Bug Impact Advisory
Selection Guidance	Advanced Services delivers work concurrently across the Technology Areas included in your subscription. If your Advanced Services advisory objectives span multiple Technology Areas at the same time, ensure your selected service tier includes sufficient Technology Area entitlements to support those concurrent activities.

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Terms

Offerings: ZCES-PRO-ADV-SERVICES-CORE, ZCES-PRO-ADV-SERVICES-PLUS, ZCES-PRO-ADV-SERVICES-PRO, ZCES-PRO-ADV-SERVICES-ELITE

Terms	
Resource Assignment	Advanced Services resources are assigned and managed by Zscaler based on customer objectives, required expertise, and service continuity. While Zscaler strives to maintain continuity throughout the engagement, resource assignments remain at Zscaler's discretion.
Named Resource Guarantee	Advanced Services does not guarantee assignment of a specific named consultant for the duration of the subscription. Zscaler manages resource assignments to provide appropriate expertise and continuity of service.
Resource Continuity	Zscaler endeavors to provide consistent engagement teams whenever practical. Resource assignments are managed by Zscaler to ensure appropriate expertise, service continuity, and business continuity throughout the subscription.
Staff Augmentation	Does not replace customer or partner staffing or provide additional configuration delivery capacity.
Guaranteed Hours	Service is deliverable-based, not a bank of consumable consulting hours.
Production Implementation	Does not perform hands-on production deployments, migrations, or configuration changes.
Operational Ownership	Does not assume responsibility for day-to-day administration, monitoring, or operational management.
Customer Change Execution	Does not execute customer change requests or production maintenance activities.
Managed Services	Does not provide ongoing monitoring, incident response, or managed operations.
Break/Fix Support	Does not replace Zscaler Technical Support or serve as an incident resolution service.
Support Escalation Ownership	May provide advisory guidance, but does not own support cases, TSM deliverables or engineering escalations.
Deliverable Custom Development	Does not develop custom software, automation, integrations, or product enhancements.
Customer Project Deliverables	Does not create customer operational documentation beyond the defined Advanced Services deliverables.
Third-Party Product Services	Does not provide advisory delivery for non-Zscaler technologies except where necessary to support architectural guidance.
Success Guarantee	Provides expert guidance and recommendations but cannot guarantee business outcomes dependent on customer implementation or adoption.