



# Business Continuity Cloud Services

Plan, Design and Implement Business Continuity Cloud with Confidence

**4.7/5**  
**Avg. CSAT Score**  
On disaster resilience with Business Continuity Cloud.

## Clear outcomes, tailored to your engagement

Zscaler’s professional services consultants and project managers accelerate transformation by applying deep expertise and industry best practices. Your results are shaped by the duration and intensity of the engagement, so while every customer journey looks different, each is anchored in proven methodology that ensures clarity, confidence, and measurable impact.

Designated Remote Resources focus on your most critical use cases within the allotted hours and days. The exact scope flexes with your network complexity and the level of participation from your internal teams, ensuring you get maximum value from every stage of the engagement.

### Zscaler Fully Managed Continuity Cloud

2 Designated Remote Resources:  
1 Professional Services Consultant &  
1 Project Manager

Common scope of engagement:

- 2 Data Centers
- Up to 2 Private Clouds
- Up to two Tenants (Test and Production) single cloud
- Up to 1 Test Group (App Profile, PAC File)
- 1 Test Session
- Up to 2 Production User Groups (2 App Profiles and 2 PAC file assistance)
- Up to 2 Production BCC Testing sessions

**114 Credits | 86 hrs in 60 days**

### Customer Managed Continuity Cloud

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1 Professional Services Consultant &  
1 Project Manager

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**57 Credits | 43 hours in 30 days**

## Key Deliverables

**Strategic Project Planning** – presentation of prescriptive planning deck outlining methodology, milestones and leading practices.

**Prerequisite Check List** – a simple, specific outline of everything your team needs to provide for a successful Zscaler engagement.

For Zscaler Fully Managed, pre-requisite checklist requires completion 10 days prior to hardware provisioning. Customer Managed Requires VM deployment is completed prior to the design phase.

**Comprehensive Design Document**, including specifications for:

- Business Continuity Traffic Forwarding design decisions for GRE and App Profile BCC settings.
- Private Cloud and Business continuity settings that align to customer use cases.
- Activation, Deactivation and testing procedures.

**Pilot Testing** – to review performance, with programmatic quality control protocols.

**Production Roll Out** – of two user groups including 2 application profiles and assistance with 2 PAC files.

**Knowledge Transfer** – enabling your team to scale to more than 2 data centers with sufficiency.

**Post Engagement Transition** – with live hand-off to Technical Success Manager (where applicable) and documented Support plan.