Zscaler Professional Services

Essential Deployment Package

Bolstered by thousands of implementations, our experts will guide you through the swift and successful launch of the Zscaler Zero Trust Exchange.

Zscaler Professional Services

Zscaler Professional Services supplements your technical team in conducting a successful launch of Zscaler's security and management solutions across your organization. Designed to minimize the learning curve and to complement your IT, security, and audit team resources, Zscaler Professional Services guides you through the process of configuring Zscaler to suit your unique access and security policy needs. Organizations of all sizes can begin realizing the value of Zscaler's innovative security platform in a matter of days.

Essential Deployment Package

The Essential Deployment Package was designed for customers with a single sign-on provider. It has a limited scope that lays the foundation needed for Zscaler Platform Products. For specifics please refer to the deployment package scope matrix. This service provides hands-on and advisory guidance on architectural best practices, security policy implementation, and enterprise application requirements to ensure they meet your goals while protecting your organization from the latest advanced threats. Built on our experience from thousands of implementations, the Zscaler Essential Deployment Package helps organizations to quickly adopt and leverage Zscaler across the entire organization.

Accelerate Time to Value
Zscaler professional service customers deploy an average of **1 quarter faster** than their peers and achieve greater adoption of platform capabilities.

Drive Value and Deliver Business Outcomes
Proven value-driven delivery methodology honed by years of experience and successful customer outcomes.

Customer Satisfaction
Industry-leading **CSAT and NPS Scores**

Benefits of the Essential Deployment Package

Robust Design

This package is designed to help organizations design their implementation around long–term manageability, while ensuring security posture is maintained. The Professional Services team leverages a proven methodology to provide organizations with a detailed design plan for their implementation. This reduces support costs and risk by avoiding common issues and minimizing cutover inefficiencies.

Organizations can accelerate deployments, securing their users and data, by leveraging experience based on thousands of successful deployments and proven project methodologies.

Project Engagement

Each organization has a unique set of needs and priorities, which is why Zscaler designed the Essential Deployment Package. We will work with your team remotely to review your current security posture, network infrastructure, and application requirements. We'll guide you through the discovery and planning process using our proven best practices in line with the scope of our Essential Deployment Package. We'll then help to define a rollout plan that best suits your specific environment. This enables organizations to plan their implementation holistically, while accommodating impending events, such as expiring hardware or software deadlines, that could impact deployment timelines.

Comprehensive Approach

We facilitate organizations by guiding them through the full lifecycle of designing and implementing their Zscaler deployments. Complete project documentation from design documents to recommended testing guidelines, and standard project plans are provided to ensure you can deploy quickly and confidently. The Zscaler Professional Services team is with you every step of the way including providing leading practice consultation on end–user acceptance testing.

In–depth Training

Zscaler recognizes that training is a critical component to the success of any deployment. As such, all deployment packages include Education credits that can provide access to Zscaler certification exams and onsite training. With these resources, organizations who are new to Zscaler can build confidence and proficiency in the administration and management of their Zscaler deployment, while learning about the features and capabilities that help maximize the value you receive from the platform.

Best Customer Satisfaction and NPS Scores in the Industry.

Essential Deployment Package Scope Matrix*

SKU: ZCES–DEP–ESS **PS Credit Value = 28**

✗ = Not in scope ✓ = Core Scope (Standard Configuration) ✓+ = Expanded Scope (Advanced Configuration)

PRODUCT	FEATURE	ESSENTIAL ZCES–DEP–ESS	ESSENTIAL PLUS ZCES–DEP–ESSPLUS	ADVANCED ZCES–DEP–ADV	ENTERPRISE ZCES–DEP–ENT	ENTERPRISE PLUS ZCES–DEP–ENTPLUS
ZIA	Test Environment	✗	✗	✗	✗	✓+
	Traffic Forwarding	✓	✓	✓	✓	✓+
	Authentication	✓	✓	✓	✓	✓
	SSL Inspection	✓	✓	✓	✓	✓
	Cloud Sandbox	✓	✓+	✓+	✓+	✓+
	Advanced Threat Protection & Inline Antivirus & Spyware	✓	✓	✓	✓	✓
	Content Filtering	✓	✓	✓	✓	✓+
	Cloud Firewall	✓	✓	✓	✓+	✓+
	Cloud Browser Isolation	✗	✗	✓+	✓+	✓+
	Mobile Applications & Devices	✓	✓	✓	✓	✓
	Logging and Reporting	✓	✓	✓	✓+	✓+
	Cloud IPS	✗	✗	✗	✗	✓+
	Source IP Anchoring	✓	✓	✓	✓	✓
	Diaster Recovery / Resiliency	✓	✓	✓+	✓+	✓+
ZPA	Test Environment	✗	✗	✗	✗	✓+
	Traffic Forwarding	✓	✓	✓	✓	✓
	Authentication	✓	✓	✓	✓	✓
	User App Segmentation	✓	✓	✓	✓	✓+
	Device Posture	✓	✓	✓	✓	✓+
	App Protection	✗	✗	✗	✗	✓+
	Remote & 3rd party – Browser Access	✓	✓	✓	✓	✓+
	Cloud Browser Isolation	✗	✗	✗	✗	✓+
	Privileged Remote Access	✗	✗	✓+	✓+	✓+
	Logging and Reporting	✓	✓	✓	✓	✓
	Source IP Anchoring	✓	✓	✓	✓	✓
	Diaster Recovery / Resiliency	✓	✓	✓+	✓+	✓+
Data Protection		✓	✓+	✓+	✓+	✓+
ZDX		✓	✓	✓+	✓+	✓+

* Please note that Deception deployment is out of scope for all deployment packages.

Essential Deployment Package Engagement Details

SKU: ZCES-DEP-ESS   **PS Credit Value = 28**

SCOPE	DESCRIPTION	
Planning	Architecture + Design Plan	Scope, review the current environment, and provide best practices with the Design Document
Core Deployment	Refer to the Deployment Package Scope Matrix for Core Scope (Standard configuration) inclusions.	
Expanded Scope Deployment	Refer to the Deployment Package Scope Matrix for Expanded Scope (Advanced configuration) Inclusions. If a feature is not explicitly stated as an inclusion per the Matrix it will not be delivered as part of the respective package Please align to a higher package if necessary or purchase PS Credits that can be redeemed toward PS Credit offerings found in our PS Credits Catalog to address out of scope deployment needs.	
Test & Pilot Support	Up to 50 users	Standard test plan and pilot roll-out support for up to 50 users
Production Rollout	Provide production roll-out support for up to Two (2) weeks within the stated project duration for the respective deployment package.	
Engagement	Resources	One (1) Professional Services Consultant No Project Management
	Delivery Method	**Remote** Provide guidance and assistance via email, phone, and web conferencing solutions. Add an Onsite Design Workshop for 26 PS Credits Add a single trip, single resource for 14 PS Credits (Travel Add-On)
	Project Duration	**Up to 90 Days (3 Mo.)** or completion of project tasks, whichever comes first. The default start date is the service subscription start date unless otherwise specified on customer purchase order
Education Credits	15 Credits	Credit for either of the following: • One (1) Credit per (proctored) Certification Exams • Four (4) Credits per One (1) day (8 hrs.) virtual instructor-led training Standard eLearning included in product subscription
Terms & Conditions	Zscaler Deployment and Professional Services Terms and Conditions	