



# UVM Services

Plan, Design and Implement  
Unified Vulnerability Management with Confidence

**4.8/5**  
Avg. CSAT Score  
On operational and executive insights with UVM.

## Clear outcomes, tailored to your engagement

Zscaler’s professional services consultants and implementation engineers 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 use case complexity and the level of participation from your internal teams, ensuring you get maximum value from every stage of the engagement.

### Unified Vulnerability Management Premium Services

2 Designated Remote Resources:  
1 Professional Services Consultant &  
1 Implementation Engineer

Common scope of engagement:

- Support for up to 5 connectors (note: one data source may require multiple connectors when bringing in different functional capabilities from a single platform, like Crowdstrike and Microsoft Defender).
- Customization of up to 3 dashboards with standard measurements.
- Configuration of custom scoring logic.
- 1 advanced ticketing integration.
- Exception management for ticketing integration.
- Workflow automation for ticketing integration.
- SLA alignment for ticketing integration.

**168 Credits | 160 hrs in 90 days**

## Key Deliverables



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

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

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

- **Data Fabric Engineering** – vulnerability scanner, planned integrations for data sources and custom normalization plan with iterative validation.
- **Ticket Lifecycle** – workflow requirement documentation, ticketing rules and ownership matrix.
- **Risk Scoring Logic** – document how risk factors and mitigating controls will influence the initial, overall risk score.

**Pilot Testing in Sandbox** – to validate performance, with programmatic quality control protocols.

**Production Rollout** – with seamless transition from pilot to production for all configured features.

**Knowledge Transfer** – on connector initiation processes, dashboard and report building, risk scoring and ticketing integrations.

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