zscaler

Z-Flex Customer Success

Plan, Design, Implement, Optimize & Operate Zero Trust with Flexibility and Confidence

> **The Zscaler team didn't just implement a flexible solution, they guided us through a strategy. Their unified approach to CS gave our teams clarity, agility, and measurable results.**

Clear outcomes, tailored to your engagement

Zscaler's **Z-Flex Customer Success Program** is built to give your organization **maximum agility**—helping you evolve faster, strengthen resilience, and deploy leading Zero Trust capabilities with confidence.

Our Customer Success experts partner with you at every stage of your transformation journey. Through **flexible consulting hours and structured engagement**, you gain access to Project Managers, Solution Architects, Configuration Consultants, Technical Success Managers, Customer Success Engineers and Support Engineers—all aligned to accelerate time-to-value and ensure lasting success.

The Z-Flex model adapts to your business priorities, providing the right blend of planning, design, implementation, optimization, and operational assurance. **Together, we turn strategic goals into measurable outcomes**.

Plan	Design	Implement	Optimize	Operate	Outcomes
Professional Services	**Professional Services**	**Professional Services**	**TSM**	**Support**	✔ Resilience
Strategic advisory; accelerates architectural clarity	Ensures future-proof security design	Hands-on deployment; drives time-to-value	Drives adoption, aligns to outcomes, accelerates ROI	Ensures resilience, compliance, and ongoing operational excellence	✔ Cost Control ✔ Productivity ✔ Risk Mitigation

In This Guide:

Accelerate transformation with agile consulting

The Z-Flex Customer Success Program provides quarterly consulting hours to accelerate your Zero Trust initiatives. Use them flexibly across planning, design, and implementation activities—from architecture workshops to hands-on configuration—ensuring agility and expert guidance at every stage.

FlexPS Tiers

FlexPS 120	120 Quarterly Consulting Hours	• Hours do not roll-over
FlexPS 150	150 Quarterly Consulting Hours	• Hours cannot be front-loaded
FlexPS 220	220 Quarterly Consulting Hours	• Tier assignment is based on the average net to ZS over the contract term, please work with Sales for entitlement threshold details.
FlexPS 310	310 Quarterly Consulting Hours	
FlexPS 400	400 Quarterly Consulting Hours	

Area	Plan & Design	Implement	Recommended Allocation
Project Managment	Milestone ownership and tracking deliverables.	Coordination of resources, timelines & cross-functional participation.	30%
Users and Platform	Workshop to align identity, policy framework, and user segmentation strategy.	Implement authentication, identity integrations, updates, policies, & testing.	5%
Applications	Discovery & prioritization of internal and external applications for Zero Trust.	Configuration of access policies, segmentation logic, and validation of apps.	5%
Workloads	Cloud workload inventory, segmentation mapping, and zero-trust-zone deign sessions.	Implementation of connector deployments, workload segmentation, and policy validation.	10%
Data Security	Assessment of Data Flow, DLP architecture and inline control design.	Deployment of DLP policies, engines and rules, and false positive tuning.	10%
Security Operations	Review of SEIM, logging and alert frameworks to align with incident response models.	Enablement of alert integrations, incident workflow automations, dashboard configuration.	15%
Zero Trust Branch	Network assessment and design optimization for site connectivity, and resilience planning.	Implementation of branch connectors, policy templates, and site validation testing.	15%
Zero Trust AI	Strategic analysis of telemetry and policy data to identify automation opportunities.	Development and validation of automated playbooks or configurations leveraging Zscaler AI capabilities.	10%

Own your Zero Trust transformation with Confidence

At Zscaler, our Customer Success Organization is built to accelerate value and drive outcomes across your Zero Trust journey. Your dedicated Technical Success team provides expert, hands-on partnership from implementation through optimization—translating strategy into measurable results.

We combine deep product expertise, proactive insights, and executive alignment to help you maximize adoption, strengthen resilience, and achieve continuous improvement. Together, we create a culture of success that turns every deployment into lasting business advantage.

Deliverable	Optimize	Outcome Delivered	Entitlement
Customer Success Onboarding	Personalized kickoff covering goals, training and Customer Success program.	Rapid time-to-value with clear outcome ownership and guidance.	1 per contract term
Customer Success Syncs	Regular account support and reviews.	Continuous alignment, faster resolution and proactive insights.	Up to 52 per year
Operational Reviews	Strategic business and technical Deep-dives.	Visibility into key metrics utilization and ROI Tracking.	4 per year
Enhancement Request Management	Prioritized review of submitted enhancement requests.	Customer feedback integrated into roadmap discussions.	4 per year
Resilience Audit	End-to-end system stress test and incident review.	Reduced risk of downtime and disruptions.	2 per year
Architecture Review	Expert validation of deployment and design.	Optimized performance and scalability.	2 per year
Security Policy Review	Analysis of policies and enforcement.	Continuous improvement of Zero Trust posture.	1 per year
Business Continuity Planning	Disaster-recovery simulation & documentation.	Minimized impact of potential disruptions.	1 per year
Health Check	Comprehensive tenant configuration assessment.	Improved system efficiency and alignment to best practices.	1 per year
Executive Access	Direct alignment with VP and C-Level leadership.	Event-driven sessions to reinforce partnership and roadmap.	On-demand
Incident Management	Defined escalation and communication plans.	Immediate engagement with all-hands-on-deck approach to incidents.	On-demand

Delivery subject to customer availability.

Expert support just–in–time

Z-flex Support* is Zscaler's highest tier of Premium Support Offerings. What makes this engagement model unique is the smaller group of tenured Support Engineers always at the ready. This highly experienced and technically advanced group of Support Engineers knows your instance and provides cross-functional advocacy.

Deliverable	Operate	Outcome Delivered	Entitlement
24 x 7 x 365 Global Access	Always on availability through regional service centers.	Continuous coverage with no lapse in protection or response.	Always On
Phone / Zscaler Support Portal / Admin Console Access	Multi-channel entry points for all support requests.	Fast and flexible communication aligned to customer preference.	Always On
Highest Experience Level	Engagement with Zscaler's highest-tier Support Engineers.	Direct access to senior experts who understand your unique deployment.	Always On
Rapid Response Service Objectives	Defined response targets for all support priorities.	Predictable response times and faster time-to-resolution.	P1 | 15 Minutes P2 | 30 Minutes P3 | 2 Hours P4 | 4 Hours
Engineering Advocacy	Collaboration between Support Pod and Product Engineering.	Early insight into product defects and fixes, patch cycles and resolution time-lines.	Always On
Proactive Trend Analysis	Managed sharing of case trends with Technical Success.	Actionable recommendations for configuration tuning and training.	4 per year
Consulting Scope Recommendations	Root-cause analysis of recurring issues with recommendations to Technical Success.	Clear identification of deeper configuration work required to achieve leading practices and reduce issues.	4 per year

*Premium Support Advanced **Plus** is included in Flex-PS 220, Flex-PS 310 and Flex-PS 400

Learn more about support case properties → Zscaler Support Guide

Get help → Zscaler Help

Cloud Status → Zscaler Trust

Performance Testing → Zscaler Speed Test

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