



ZPA Appliances Services

Plan, Design and Implement
ZPA Appliance with Confidence

4.9/5
Avg. CSAT Score
On services experience with deploying
App Connector with Zscaler.

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. **Services are typically purchased in one unit of services per one pair of ZPA appliance hardware.**

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. When purchased in multiples, design work scales to address complexity and project management is provide to ensure alignment throughout the engagement. Additional service units extend both the hours and the duration in days of the overall project. Resources are consistent throughout.

ZPA Appliance App Connector

Supports SKU **ZS-ZPA-APPL-8010-APPC-PRE**

Designated Remote Resources:
1 Professional Services Consultant

1 Project Manager when purchased in multiples of 2 or more

Common scope of engagement:

- Configuration of 1 App Provisioning Keys
- App Connector Groups to Support User Traffic and LSS
- Includes 2 groups for Traffic and 1 group for LSS
- Configuration of Server Groups and Access Policies
- Relationship review of App Connector Groups, Server Groups and App Segments.
- 1 Pilot Test Session with Validation of Sizing Requirements

20 Credits | 16 hours in 30 days

ZPA Appliance Private Service Edge

Support SKU **ZS-ZPA-APPL-8010-PSE-PRE**

Designated Remote Resources:
1 Professional Services Consultant &

1 Project Manager when purchased in multiples of 2 or more

Common scope of engagement:

- Configuration of 1 Private Service Edge Provisioning Keys
- Private Service Edge Groups to support User Traffic and LSS
- Includes 2 groups for Traffic and 1 group for LSS
- Configuration of Server Groups and Access Policies
- 1 Example Redirection Policy
- 1 Pilot Test Session with Validation of Sizing Requirements

20 Credits | 16 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.

This includes a walkthrough of sizing requirements, supported platforms, throughput and addressing considerations.

Comprehensive Design Document, including specifications for:

- **Leading practice review of perquisites** including infrastructure, IP and Network access, DNS and NTP servers, and connectivity, for successful deployment.
- **Deployment design strategy** for user groups and log streaming service to meet current needs and **provide foundation for future business use cases.**
- **Consistent and intuitive group naming practices** that avoid configuration mistakes and support future troubleshooting, reducing server group redundancy.
- **Log Streaming Service discovery and configuration** for environments with two or more pairs of ZPA Appliance Hardware.

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

Production Roll Out – of all configured groups including validation that sizing requirements will be met in production environment.

Knowledge Transfer – enabling your team to scale to additional keys, groups, segments, policies and servers.

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