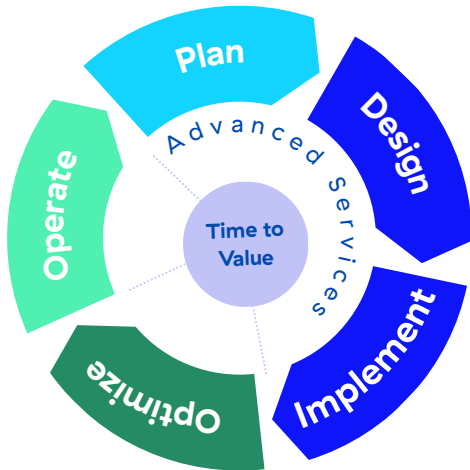


Zscaler Advanced Services Subscription

Proactive, prescriptive, ongoing consulting to achieve
Zero Trust with Confidence



What We Do

Zscaler Advanced Services helps organizations plan and design Zero Trust architectures that scale with the business. We take a holistic view across your entire Zero Trust ecosystem, aligning technologies, policies, and operations into a cohesive, future-ready architecture.

Our Methodology

A structured, outcome-driven approach aligned to your business goals.

Advanced Services provides proactive, prescriptive guidance to help you prioritize, integrate, and architect Zero Trust in a way that delivers value today and remains resilient as your environment evolves.

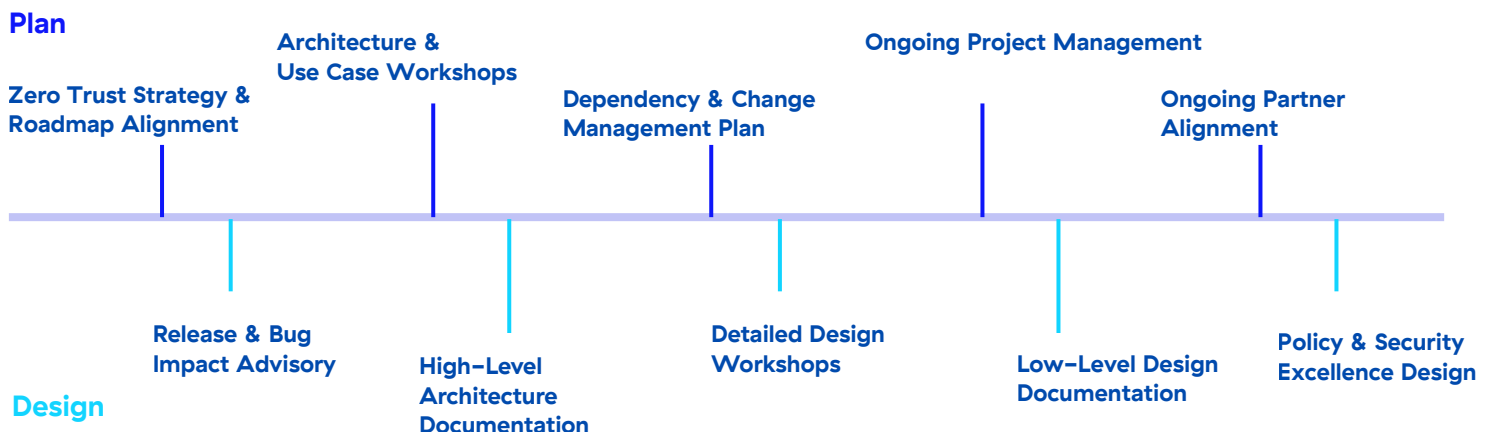
- **Plan** — Planning is performed across the full Zero Trust ecosystem, spanning both core and emerging technologies. We establish a clear roadmap that aligns to business initiatives and maximizes return on your Zero Trust investments.
- **Design** — Design is developed across interconnected layers, from architecture and policy to governance and operations. Through iterative reviews and feedback loops, we ensure designs are scalable, resilient, and executable before implementation begins.

The Challenge of Planning and Designing Zero Trust at Scale

Organizations are often expected to define architecture, priorities, and execution before they fully understand what good looks like in a Zero Trust model.

As environments evolve with new technologies, threats, and platform changes, decisions become reactive, dependencies are missed, and risk increases.

Zscaler Advanced Services closes this gap with **continuous, expert-led planning and design**, helping customers focus on the right priorities, operationalize decisions, and continuously adapt through a structured, closed-loop approach.



Zscaler Advanced Services 6 Technology Areas

Deliverables apply to all products within the selected Technology Areas.

Deliverable selection, sequencing, and scheduling flex to customer use cases.

Core Transformation

Zero Trust Cloud

Zero Trust Branch

Data Security

Security Operations

AI Security

Pick 2 Technology Areas
Core

Pick 3 Technology Areas
Plus

Pick 4 Technology Areas
Pro

Unlimited
Elite

DELIVERABLES

Zero Trust Strategy & Roadmap Alignment

✓
Biannual

✓
Biannual

✓
Quarterly

✓
Quarterly

Architecture & Use Case Workshops

✓
Biannual

✓
Biannual

✓
Quarterly

✓
Quarterly

Ongoing Project Management

✓

✓

✓

✓

Ongoing Partner Alignment

✓

✓

✓

✓

Zero Trust Celebrations & Maturity Assessment

✓
Biannual

✓
Biannual

✓
Biannual

✓
Biannual

High-Level Architecture Documentation

✓
Quarterly

✓
Quarterly

✓
Quarterly

✓
Quarterly

Detailed Design Workshops

✓
Quarterly

✓
Quarterly

✓
Monthly

✓
Monthly

As-Built Design Documentation

✓
Quarterly

✓
Every 2 Months

✓
Every 2 Months

✓
Every 2 Months

Release & Bug Impact Advisory

✓
Quarterly

✓
Every 2 Months

✓
Every 2 Months

✓
Monthly

Knowledge Transfer & Operational Readiness

✓
Quarterly

✓
Quarterly

✓
Every 2 Months

✓
Every 2 Months

Pilot Testing & Design Validation

✓
Every 2 Months

✓
Every 2 Months

✓
Every 2 Months

✓
Every 2 Months

Dependency & Change Management Plan

✓
Quarterly

✓
Quarterly

✓
Quarterly

User Experience & Resiliency Optimization

✓
Biannual

✓
Biannual

✓
Quarterly

Proactive Cross-technology Optimization

✓
Biannual

✓
Every 2 Months

Policy & Security Excellence Design

✓
Quarterly

✓
Quarterly

Governance & Operational Excellence Design

✓
Quarterly

Entitlement is driven by the net amount to Zscaler of Advanced Services spend per year, please work with your Zscaler Sales Team for pricing.

Advanced Services At-A-Glance	Core	Plus	Pro	Elite
% of ACV	10%	10%	10%	10%
Deliverable Types	Up to 11	Up to 13	Up to 15	Up to 16
Project Manager	✓	✓	✓	✓
Technology Areas	Up to 2	Up to 3	Up to 4	Unlimited
Deliveries per Year	Up to 60	Up to 92	Up to 166	Up to 180
Governance & Operational Excellence Design				✓

*Deliveries are limited by customer availability and completion of deliverable prerequisites
Delivery is remote. Onsite delivery is subject to additional fees.

Deliverable entitlements are governed by the cadence specified for each individual deliverable type. For example, a quarterly deliverable may be provided up to four times per year, while a deliverable scheduled every two months may be provided up to six times per year. Delivery timing, sequencing, and prioritization may be adjusted to align with customer business needs; however, annual entitlement for each deliverable is limited to the maximum frequency specified in the Deliverables schedule.

Technology Areas

When selecting a technology area as an entitlement pick-option, all purchased product entitlements (current and future) within that Technology Area are covered by the Advanced Services's integrated deliverable cadence.

Core Transformation

- Zscaler Internet Access
- Zscaler Private Access
- Zscaler Digital Experience
- Advanced Sandbox
- Advanced Firewall
- Advanced App Segmentation
- Test Environments
- Source IP Anchoring
- Private Service Edges

Data Security

- Workflow Automation
- Inline Data Security
- SaaS App Data Security
- Email Data Security
- Browser Isolation Advanced
- DSPM
- SSPM
- Endpoint Data Security
- Classification & Encryption

Zero Trust Cloud

- Cloud Connectors
- Network Integration
- Policy Enforcement Profiles
- Advanced Cloud Templates
- Custom Cloud Controls
- Zero Trust Gateway
- Workload Virtual Desktop
- Cloud Tagging
- Microsegmentation

Security Operations

- Deception Advanced
- Decoys
- Risk360
- Unified Vulnerability Management
- Asset Exposure Management
- Data Fabric
- Business Insights
- Breach Protector
- Threat Hunting

Zero Trust Branch

- Zero Trust Branch
- Zero Trust Branch VM SD-WAN
- Advanced Location Templates
- High Availability
- Branch Segmentation
- Zero Trust IoT Advanced
- Network Connectivity Diagrams
- Advanced Branch Policies
- Branch Isolation

AI Security

- GenAI Report
- AI Guard for Users
- AI Scanning
- AI Apps and Infrastructure
- AI Red Teaming
- Advanced AI Traffic Proxies
- AI Guardrails
- AI Governance
- AI SPM

What's Included

Zscaler Advanced Services provide proactive, prescriptive advisory support across the Plan, Design, and Implement phases of your Zero Trust journey.

- Ongoing strategic and architectural advisory aligned to business priorities
- Prescriptive design guidance and validation against best practices
- Guided, advisory-led implementation support during customer-led configuration changes
- Access to experienced Zscaler consultants, including specialists as needed
- Project coordination and delivery management across defined deliverables
- Collaboration with your Technical Success Manager and Focal Support Pod
- Incident engagement and advisory support when changes or risk intersect with live operations
- Defined deliverables with verifiable outcomes tied to execution and value realization

What's Not Included

To ensure focus, scalability, and clear ownership, Advanced Services do not include:

- Full production scale roll-out of implementation-ready designs (best for Zscaler Transactional Implementation project purchase, Approved Partner, or Resident Engineer / Designated Remote Resource)
- Day-to-day operational support or case handling
- Continuous monitoring or management of customer environments
- Unlimited, ad hoc consulting outside of defined deliverables
- Custom development or non-standard integrations

These activities are supported through Professional Services projects, Premium Support, or customer-owned execution, depending on scope.

Customer Responsibilities

Advanced Services are most effective when delivered as a partnership. To achieve intended outcomes, customers are expected to:

- Designate appropriate technical and business stakeholders for collaboration
- Own and execute configuration changes within their environment, with advisory guidance from Zscaler
- Provide timely access to relevant documentation, designs, and environment context
- Participate in planning, review, and validation sessions as scheduled
- Align internal teams to agreed priorities and delivery timelines

Clear customer ownership of execution enables confident decision-making while minimizing operational risk.

Resourcing & Engagement Model

Advanced Services are delivered by designated resources, not dedicated resources.

This means:

- Customers are assigned named consultants and a project manager who are accountable for delivery
- Resources may support multiple customers concurrently to ensure scalability and access to expertise
- Specialist consultants are engaged as needed based on deliverable scope and complexity
- Resource continuity is prioritized, with flexibility built in to support coverage and expertise

This model ensures customers receive the right expertise at the right time, while maintaining consistent delivery and predictable outcomes.

Advanced Services are designed to accelerate confident execution, reduce risk, and ensure long-term value without taking control away from customer teams or introducing unnecessary operational dependency.