

Zscaler Partner Services

Zscaler Enablement and Quality Assurance for Partner co-delivery with Confidence

Partner Co-delivery Enablement and Quality Assurance

Zscaler's professional services consultants and project managers accelerate transformation by applying deep expertise and industry best practices to partner co-delivery engagements. **Services are purchased as an add-on, supplementing Partner sold or Zscaler sold Zero Trust services.**

There are two methods of engaging with Zscaler during a partner co-delivery. In Zscaler Partner Enablement services, the add-on provides partner enablement during the Zscaler led service engagement (purchased separately). In Zscaler Partner Quality Assurance services, the add-on provides Zscaler oversight during the Partner led service engagement (purchased separately). It is recommended that partners new to Zscaler Internet Access, Zscaler Private Access or Zscaler Digital Experience begin with a Zscaler Partner Enablement add-on service and then follow with a Zscaler Quality Assurance add-on service. This ensures maturity in Zscaler leading practices with observation followed by oversight.

Zscaler Partner Enablement

Add-on supports ZIA, ZPA and ZDX deployment services

Designated Remote Resources:
1 Professional Services Consultant and
1 Project Manager

Purchased as an add-on to Zscaler Led Services:

- Real time knowledge transfer during Zscaler led activities
- Partner participation in solution design and architecture leading practices, with Q&A sessions.
- Zscaler led walkthroughs of risk, issue and escalation avoidance strategies
- Advanced features, use cases and integrations
- Pilot testing processes and troubleshooting guidance
- Project handover and documentation advice

90 Credits | 60 hours in 90 days

Zscaler Partner Quality Assurance

Add-on supports ZIA, ZPA and ZDX deployment services

Designated Remote Resources:
1 Professional Services Consultant and
1 Project Manager

Purchased as an add-on to Partner Led Services:

- Real time knowledge transfer during Partner led activities
- Zscaler validation and review of partner led solution design and architecture, with Q&A sessions.
- Guided oversight of partner led configurations and quality assurance for risk, issues and escalation avoidance.
- Zscaler guidance on advanced features, use cases and integrations
- Pilot and production readiness oversight

90 Credits | 60 hours in 90 days

Key Deliverables

Strategic Project Planning – presentation of 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.

Real Time Knowledge Transfer, applicable to services scope purchased separately from Zscaler or Partner

- **Zscaler Internet Access, Zscaler Private Access and Zscaler Digital Experience as defined in service scope purchased and add-on is applied**
- **ZIA:** GRE Tunnels, IPSec Tunnels, PAC file build, ZCC configuration, VSE Configuration, Authentication, Policies, Advanced Policies, Cloud NSS and VM NSS
- **ZPA:** App Connectors, Private Service Edges, Authentication, SSO with SAML, ZPA Applications and Policies, Browser Access, Browser Isolation, App Protection, Privileged Remote Access
- **ZDX:** Whitelist domains, test groups, application monitoring, data flow validation, production roll-out

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

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

All services are limited to the earlier of consumption of the allocated hours or expiration of the stated service period.