Zscaler Premium Support Advanced Plus

Proactive Engagement, responsive support

Zscaler's most comprehensive support engagement offering is the *Premium Support Advanced Plus* service. It provides enhanced support resourcing through assignment to Zscaler's Focal Support team, paired with the most aggressive support SLOs offered. Zscaler's Customer Success team integrates seamlessly with the Zscaler's Focal team to provide a more personalized support posture tailored to your needs, in addition to minimizing operational costs and recurring problems.

The elevated support engagement provided in the *Premium Support Advanced Plus* offering is a true differentiator. The Focal Support team provides a more personalized response through their structured customer onboarding process and a set of designated resources responsible for not only supporting your deployment but knowing it deeply. The consistency of resources assigned to support you, along with the deep knowledge of your environment, provides an optimal support response when you need it. Additionally, our Customer Success team will assign a designated resource to help you execute your digital transformation and achieve your business objectives. Through the Customer Success team, customers can gain access to technical and operational guidance as well as data–driven insights to support your Zero Trust transformation.

ZSCALER SUPPORT AT–A–GLANCE	ESSENTIAL	SUPPORT PLUS	PREMIUM SUPPORT ADVANCED	PREMIUM SUPPORT ADVANCED PLUS
Access 24 x 7 x 365	✓	✓	✓	✓
Phone / Web Portal / Admin Console	✓	✓	✓	✓
Online Training, User Guides, Knowledge Base	✓	✓	✓	✓
Support Experience Level	Technical Support Engineer (Pool)	Senior Technical Support Engineer (Pool)	Senior Technical Support Engineer (Pool)	Focal Support (Pod)
Account Engagement Overview *	N/A	Support Case Reviews, Operational Reviews, Business Continuity Plan, Health Check, Service Resiliency Audit	*Support Plus* + Proactive Product Notifications, Zscaler Operational Runbook, Customized Training Plans, Security Policy Reviews, Architecture Reviews	*Premium Support Advanced* + Focal Support, Enhancement Request Review & Prioritization
Service Level Objectives for Initial Case Response				
P1 – Urgent	30 minutes	15 minutes	15 minutes	15 minutes
P2 – High	1 hour	30 minutes	30 minutes	30 minutes
P3 – Medium	3 hours	2 hours	2 hours	2 hours
P4 – Low	4 hours	4 hours	4 hours	4 hours

* Offering limited to no more than 2 tenants per licensed product

Premium Support Benefits

Faster Response Times

- Shorter response times for support tickets.

- Expanded escalation window beyond regular business hours to 24x7x365 days a year.

Direct Engagement by Senior Engineers

- Direct access to Zscaler Focal Support Team — 24x7x365.

- Complex issues can be resolved faster.

Education and Training

- Regular training is provided via webinars, as well as access to Zscaler Academy to help you leverage the Zscaler products & services most effectively.

- Customized training plans.

Product Expertise & Operational Excellence Benefits

Customer Success Engagement

- Single point of contact for escalation & critical issues.

- Structured onboarding & training plan guidance.

- Adoption and Operational Reviews — executive-level engagement giving a comprehensive view of key threat statistics, utilization, and transactional data.

- Adoption planning & support to drive outcomes for your business.

- Deeper understanding of your Enterprise environment for improved supportability.

Operational Excellence

- Weekly Support Case Review

- Quarterly Enhancement Request Review & Prioritization

- Quarterly Operational Reviews

- Biannual Service Resiliency Audits

- Annual Business Continuity Plan Review

- Annual Health Check

- Proactive Product Notifications

- Zscaler Operational Runbook

Access to Expertise

- Executive Engagement with Zscaler Resident CxO team — gain valuable insights from C-level practitioners who've previously deployed & supported Zscaler's products. Insights & analysis of your policy infrastructure and overall security posture.

- Customer Success Engineering — Access to product expertise, as well as real world deployment experience, to help accelerate product adoption (8x5 availability, consultation only).

- Biannual Architecture Reviews to optimize technical implementation.

- Annual Security Policy Reviews to provide actionable recommendations to improve your security posture.

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