

Zscaler Premium Support Advanced

Proactive Engagement, responsive support

Zscaler’s *Premium Support Advanced* service provides an increased level of engagement and responsiveness to your support posture. This service level includes 24/7 availability, Zscaler’s most aggressive response SLO, and direct access to senior technical resources to help drive down time to resolution. In addition, *Premium Support Advanced* provides access to Zscaler’s Customer Success team to help you maximize the value of your Zscaler investment while minimizing operational costs and recurring problems.

The *Premium Support Advanced* offering increases the proactive aspects of engagement to ensure you are able to create a fully optimized and resilient service. Improved support response SLOs, as well as immediate access to senior technical support engineers, provides increased responsiveness for your mission critical environment. Our Customer Success team will assign a designated resource to help you execute your digital transformation and achieve your business objectives. The team’s engagement follows a standardized approach, with clear deliverables geared to help maximize your investment and alignment to Zscaler’s leading practices. 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	<i>Support Plus</i> + Proactive Product Notifications, Zscaler Operational Runbook, Customized Training Plans, Security Policy Reviews, Architecture Reviews	<i>Premium Support Advanced</i> + 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

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

- Immediate engagement on all issues by senior technical support engineers.
- 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 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 Review to provide actionable recommendations to improve your security posture.

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Experience your world, secured.™

About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so that customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 150 data centers globally, the SASE-based Zero Trust Exchange is the world's largest inline cloud security platform. Learn more at zscaler.com or follow us on Twitter @zscaler.

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