

# Zscaler™ Premium Support



Zscaler Premium Support expedites response time and provides direct and immediate access to senior technicians for any support issues, allowing you to derive maximum value from your Zscaler investment while minimizing operational costs and recurring problems.

Engaging senior technical support engineers from the beginning allows more complex issues to be resolved faster. Premium Support is a paid upgrade from our included Standard Support. Premium Support subscription customers meeting certain criteria qualify for the Premium Plus services, with the assignment of a technical account manager (TAM) drawn from Zscaler's senior support engineers for additional support continuity. The TAM functions as an extension of your IT security team, developing in-depth knowledge of your IT environment and providing services ranging from issue troubleshooting to business and services reporting. Additionally, your TAM will provide regular updates in weekly operational status calls and quarterly business reviews.

ZSCALER SUPPORT AT A GLANCE	STANDARD	PREMIUM	PREMIUM PLUS	PREMIUM PLUS 16	PREMIUM PLUS 24
Business Hours Access (8/5)	✓	✓	✓	✓	✓
Year-Round Access (24/7/365)		✓	✓	✓	✓
Phone, Web Portal, Admin Console, Chatbot	✓	✓	✓	✓	✓
Online Training, User Guides, Knowledge Base	✓	✓	✓	✓	✓
Support Experience Level	Technical Support Engineer (Pool)	Technical Support Engineer (Pool)	Sr. Technical Support Engineer (Pool)	Sr. Technical Support Engineer (Pool)	Sr. Technical Support Engineer (Pool)
TAM Engagement			Consulting, troubleshooting, and weekly operational review	Consulting, troubleshooting, and weekly operational review	Consulting, troubleshooting, and weekly operational review
TAM Coverage			1 time zone during working hours (8/5) For example, US only	2 time zones during working hours (16/5) For example, US & Europe	24/5 working hours

SLA GOALS					
P1 Response	2 hrs	30 mins	15 mins	15 mins	15 mins
P2 Response	4 hrs	1 hr	30 mins	30 mins	30 mins
P3 Response	12 hrs	3 hrs	2 hrs	2 hrs	2 hrs
P4 Response	48 hrs	4 hrs	4 hrs	4 hrs	4 hrs

## Premium Support Benefits

### Faster response times

- Shorter response times for support tickets
- Expanded escalation window beyond regular business hours to 24/7, 365 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 on specific topics to help you understand how to use Zscaler services most effectively

## Premium Plus Additional Benefits

### TAM engagement

- Proactive case management by assigned TAM
- Deeper understanding of your IT environment for improved diagnosis and outcomes
- TAMs provide best practices on existing and new capabilities to maximize your investment

### Weekly status calls and quarterly business Review

- **Weekly calls with the TAM to review:**

Service issues handled, usage reports, trends and statistics, etc.

Support ticket analysis identifying possible service impacting issues

- Overall ticket volume and type
- Escalation status for critical issues
- Open project status
- Zscaler cloud operational performance
- **Quarterly business reviews**  
Executive-level engagement giving a comprehensive view of key threat statistics, utilization, and transactional data

### Upgrade assistance

- During major Zscaler cloud upgrades, the TAM is on standby to ensure your services continue to run optimally

### Yearly configuration and system audits

- Actionable recommendations are provided based on proven best practices

#### 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 SSE-based Zero Trust Exchange is the world's largest inline cloud security platform. Learn more at [zscaler.com](https://www.zscaler.com) or follow us on Twitter [@zscaler](https://twitter.com/zscaler).

