

Zscaler Premium Support

Delighting our customers

Zscaler Premium Support offers faster response times 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 Level 2 senior product experts from the getgo 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 Premium Plus service, with the assignment of a Technical Account Manager (TAM) drawn from Zscaler's senior support engineers for additional support continuity. The Technical Account Manager 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, encompassing regular updates in weekly operational status calls, monthly trend-focused reports and quarterly business reviews.

| ZSCALER SUPPORT AT-A-GLANCE | STANDARD | PREMIUM | PREMIUM PLUS |
|---|----------------------------|----------------------------|--------------------------------------|
| Access 24 x 7 x 365 | ✓ | ✓ | ✓ |
| Phone / Web Portal / Admin UI | ✓ | ✓ | ✓ |
| Online Training, User Guides, Articles | ✓ | ✓ | ✓ |
| Support Experience Level | Level 1 Engineer (Pool) | Level 2 Engineer (Pool) | TAM (Designated - business hours) |
| Escalation Window for Severity 1 issues | 8x5 - Local Time | 24x7 | 24x7 |
| TAM Engagement | | | Weekly, Monthly, Quarterly |
| SLA GOALS | | | |
| P1 Response | 2 hrs | 30 min | 15 min |
| P2 Response | 4 hrs | 1 hr | 30 min |
| P3 Response | 12 hrs | 3 hrs | 2 hrs |
| P4 Response | 48 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 x 7 x 365

Direct Engagement by Senior Engineers

- Immediate engagement on all issues by Level 2 senior support engineers
- More complex issues can be resolved faster

Education & Training

- Regular training is provided via webinars on specific topics to help you understand how to use the service most effectively

PREMIUM PLUS ADDITIONAL BENEFITS

Technical Account Manager Engagement

- Proactive case management by assigned Technical Account Manager
- Deeper understanding of your IT environment for improved diagnosis and outcomes
- TAMs work with you on understanding policy and authentication options and on new features you may wish to deploy

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 implementation of major new software releases for the Zscaler cloud, the TAM is on standby to ensure that your services are running optimally during and following the upgrade.
- For private Zscaler Enforcement Nodes, the TAM facilitates the upgrade process, working with Zscaler's cloud operations team.

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