Zscaler Professional Services

Business Insights Offerings: Essentials and Advanced

Business Insights provides 360–degree visibility into your organization's SaaS application usage and spending insights, along with workplace metrics to help you save money and manage your workplace efficiently.

Business Insights serves as a centralized engagement interface for all your licensed applications, provides the necessary information to effectively manage and optimize your application landscape, and also helps you conduct data–based office capacity planning and understand hour–by–hour office utilization down to city, office, department, and even employee levels.

Our Professional Services (PS) Consultant will work with your organization to configure Business Insights in your environment and enable you to unlock the benefits of this tool for your environment.

Benefits of Professional Services:

- **Valuable Zscaler Experience** Our PS Consultants bring deep architectural and operational experience, bolstered by thousands of implementations, that help you reduce risk and increase project success

- **Bridge Resources and Knowledge Gaps** Access Zscaler's expertise to efficiently fill potential skill or resource gaps, without having to hire additional resources

- **Leading Practice Guidance** Achieve your business objectives quickly by leveraging our years of experience and knowledge of leading practices

- **Accelerate ROI** Feel confident knowing your deployment has been set up for success, by relying on Zscaler's proven project methodology

Business Insights Offerings

Professional Services Scope	**SCOPE:** **Business Insights – Essentials** Configuration for Applications: • Up to 2 (confirm) App Connectors in customers environment • Costs for up to 50 (confirm) applications in customer environment • Application Overlap Analysis – up to 5 (confirm)key areas of application overlap • Application Cost Analysis – up to 5 (confirm) key areas for cost savings based on customer areas of concern • Knowledge Transfer (Q&A) Configuration for Workplace: • Setup Workplace Sights in Tool • Workplace Analysis Session with customer of up to 3 (confirm) offices • Knowledge Transfer (Q&A) **Business Insights – Advanced** Configuration for Applications: • Up to 6 (confirm) App Connectors in customers environment • Costs for up to 100 (confirm) applications in customer environment • Application Overlap Analysis – up to 15 (confirm)key areas of application overlap • Application Cost Analysis – up to 15 (confirm) key areas for cost savings based on customer areas of concern • Knowledge Transfer (Q&A) Configuration for Workplace: • Setup Workplace Sights in Tool • Workplace Analysis Session with customer of up to 10 (confirm) offices • Knowledge Transfer (Q&A)	
PS Credit Value	• Business Insights–Essentials: 10 **PS CR** • Business Insights–Advanced: 16 **PS CR**	Redemption of sufficient credits for fulfillment of service offering per unit required
Maximum # of Units recommended	1	The maximum number of units recommended for this offering to be implemented in parallel. For organizations requiring more than stated recommended units, there are alternative SKUs that may better align to your needs
Resource Allocation	One (1) Professional Services Consultant assigned	
Staffing	Resource assignment may take up to 2 weeks	
Duration	• Business Insights–Essentials: **Up to 2 weeks** • Business Insights–Advanced: **Up to 2 weeks**	Upon the start of the project, all efforts should be completed within 2 weeks. In total the project will not exceed 1 month/30 days of engagement from Professional Services, based on the service start date.
Delivery Method	Remote	Assigned PS Resources will be remote for the duration of the engagement

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Project Prerequisites and Expectations	• The customer has acquired the necessary licenses required for project start • The customer must provide a target list of users for onboarding at project start • The customer to provide The customer must provide appropriate lead resources and subject matter experts to attend technical kick–off and design sessions on the project commencement date • The customer must provide Zscaler Professional Services with information and resources to successfully execute the project. This can include, without limitation, access, credentials and tokens generated as per spec for business insights integrations to work with target systems (Microsoft, ServiceNow, etc)., providing project resources, and attendance in planning, execution, or training/review meetings • The customer must ensure it has the necessary escalation and communication channels available to resolve any blockers in a timely manner, including dependencies on third parties and customer's other vendors, suppliers, and consultants • Zscaler is not responsible for the installation, configuration, or validation of any third–party software, tools, or utilities • Zscaler is not responsible for executing tests within the customer environment • Zscaler is not responsible for impacts to schedule caused by customer internal processes • This Project covers the deployment of only Zscaler licensed solutions. Additional product offerings may be purchased as add–ons, otherwise additional professional services not contained in this Project are deemed out of scope
Terms and Conditions	Zscaler Deployment and Professional Services Terms and Conditions