Zscaler Professional Services

China Premium and China Premium Plus Deployment Offerings

What is China Premium Access?

Zscaler China Premium Access combines exceptional internet connectivity services with the comprehensive security of Zscaler Internet Access (ZIA) in a simplified SaaS–delivered solution.

By doing so, Zscaler helps multinational organizations provide fast, consistent, reliable and secure internet connectivity to international websites and SaaS applications, such as Microsoft 365, Salesforce, and ServiceNow, for their employees in mainland China.

Our Professional Services (PS) Consultant will assist you in sending traffic based on the following methods:

- **China Premium Access:** Assist customer with sending their internet–bound traffic to a Zscaler DC hosted on a premium Chinese ISP that has access to both domestic internet in China and premium access to international websites and SaaS applications.

- **China Premium Plus Access:** Assist customer to send traffic to a Zscaler DC hosted on a premium Chinese ISP that has access to both domestic internet in China and combined with dedicated private connectivity.

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

China Premium and China Premium Access Plus Deployment

Professional Services Scope	**SCOPE:** Assist customer getting International and domestic site accessibility using one of the following methods with Zscaler connectivity in China. Using one of the following options: **Option 1 – China Premium Access:** Provide expertise to assist customer sending their Internet–bound traffic to a Zscaler DC hosted on a premium Chinese ISP that has access to both domestic internet in China and premium access to international websites and SaaS applications **Option 2 – China Premium Plus Access:** Provide expertise to assist customer sending traffic to a Zscaler DC hosted on a premium Chinese ISP that has access to both domestic internet in China and combined with dedicated private connectivity **INCLUDED:** Onboarding and deployment for up to 1000 Windows/Mac and 100 iOS/ Android users to address: • Use cases to handle domestic and international traffic within China region • PAC/Zscaler Client Connector configurations on the UI • Traffic steering policies and design based on leading practices **EXCLUDED:** • Authentication • Policy configuration • Logging • Set up of any other product/feature of ZIA or ZPA solutions **DELIVERABLES:** • Design Plan • Test plan and validation **PROJECT CLOSURE:** • Provide deployment overview and respective deliverables due at project completion

Credits	Option 1 – China Premium Access: **26** Option 2 — China Premium Plus Access: **56**	Redemption of sufficient credits for fulfillment of service offering per unit required
Maximum # of Units recommended	3	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 to deliver as per scope of deployment offering
Staffing	Resource assignment may take up to 2 weeks	
Duration	Up to 8 weeks for China Premium Access Up to 12 weeks for China Premium Plus Access Not to exceed 90 days/3 Months	Upon the start of the project, all efforts should be completed within 8 –12 weeks respectively. In total the project will not exceed 3 months 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

China Premium and China Premium Access Plus Deployment

Non-Technical Prerequisites	The customer: • This Project covers the deployment of only Zscaler licensed solutions. Additional product offerings may be purchased as add-ons, otherwise additional consulting work not contained in this Project is deemed out of scope. • Zscaler is not responsible for the installation, configuration, or validation of any third-party software, tools, or utilities. • The customer must provide appropriate lead resources to attend technical kick-off and design session on the commencement date. • The customer must provide Zscaler representatives with information and resources to successfully execute the Project. This can include, without limitation, providing access and credentials to systems, completing installation prerequisites, providing project resources, and attendance in planning, execution, or training meetings. • Customer will ensure resources are available in a timely manner to undertake tasks such as change control and documentation review. • Customer must ensure it has the necessary escalation and communication channels to resolve any blockers in a timely manner, including dependencies on third parties and customer's other vendors, suppliers, and consultants.
Technical Prerequisites	The Customer to ensure: • Authentication configured on customer iDP and ZS portal, baseline security policies(ZIA) are configured to use them in ZCC test plan. • NDR (No Default Route Environments) should have tunnels to Zscaler cloud in place in order to route Client Connector traffic. • For additional technical prerequisites please see here.
Project Expectations	• Authentication configuration has been configured and successfully tested. • ZIA traffic only. • The customer's desired internet bound traffic is successfully migrated to Zscaler China premium solutions. • Customer to identify and provide their critical Applications(Domestic & International traffic) for the test plan, including compatibility test cases with other Non-Zscaler tunnels on the Router/Firewall. • User objects & groups are synchronized using SCIM or Auto provisioning and Locations/Sub-locations available on Portal to use them in Policy creation. • Customer has hardware, resources, licensing available to integrate with Zscaler cloud at locations in China. • Customer has means to deploy ZCC to devices (SCCM, GPO, MDM, etc). • Packaging & Desktop resources and tools are available to prioritise the roll-out of ZCC software agent to end users.
Project Constraints	• ZCC has deployment limitation of 1000 devices at a time and should have AD groups available or other method to build batches of 1000 users for roll-out. • Testing for interoperability with existing VPN is completed or out of scope. • Dependency on the Network team for IP whitelisting which can go through a change board to approve the changes.
Terms and Conditions	Zscaler Deployment and Professional Services Terms and Conditions