Zscaler Professional Services

Client Connectivity

Zscaler Client Connector (formerly Zscaler App or Z App) is a lightweight application that runs on a user's endpoint device. Client Connector automatically forwards all user traffic to the closest Zscaler service edge— one of more than 150 around the globe.

This ensures that security and access policies are enforced across all devices, locations, and applications. This lets your organization use one application for zero trust access to all business applications, benefit from a seamless access experience for end–users, and gain valuable visibility and control for your IT teams.

The Client Connectivity service is for customers with existing Zscaler deployments who may be modernizing their environments, or seeking to leverage the benefits associated with Zscaler Client Connector (ZCC). Whether updating your environment from a different forwarding architecture, such as PAC files, or seeking to protect an ever–growing remote workforce, Zscaler's Professional Services (PS) team will work with you to ensure a successful and efficient rollout.

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

Our PS team will deploy ZCC in your existing Zscaler Internet Access (ZIA) and/or Zscaler Private Access (ZPA) environment. In addition, we provide the skills and technical guidance to connect your users to the data they need to get their work done. This offering serves organizations who have purchased additional licenses and would like to quickly deploy access services for employees and B2B partners who need to connect to business applications. This offering is also for those who want to move away from alternative forwarding architectures, such as PAC files, IPsec VPNs, or other architectures, toward a ZCC–based design.

Client Connectivity		
Professional Services Scope	**SCOPE:** • Up to 5000 Windows/Mac and 500 iOS/Android Users (Enroll with ZIA/ZPA or both) **INCLUDED:** Onboarding and deployment for up to 5000 users to include: • Client deployment • Updating pertinent policies • Advisement on testing and validation of the Client Connector roll–out **EXCLUDED:** • Development of customer–specific deployment plans for non–Zscaler activities • Authentication of use–cases • Third–party integration, i.e., SCCM configuration/support to deploy the Zscaler client **DELIVERABLES:** • Low–level design document for Client Connector • Task list for Client Connector implementation • Client Connector UI configuration **PROJECT CLOSURE:** • Provide deployment overview and respective deliverables due at project completion	
Credits	34	Redemption of sufficient credits for fulfillment of service offering per unit required
Maximum # of Units recommended	2	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; Not to exceed 90 days/3 Months	Upon the start of the project, all efforts should be completed within 8 weeks. In total the project will not exceed 3 months of engagement from Professional Services, based on the service start date

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Delivery Method	Remote	Assigned PS Resources will be remote for the duration of the engagement
Non-Technical Prerequisites	The Customer: • Must provide appropriate lead resources to attend technical Kick–off and design sessions on the commencement date • 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 Knowledge Transfer meetings • Will ensure resources are available in a timely manner to undertake tasks such as change control and documentation review • 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	• Authentication is configured on customer Identity provider (IdP) and Zscaler portal • Baseline security policies (ZIA) and Application segments (ZPA) are configured to use them in the 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 refer to: https://help.zscaler.com/client–connector/step–step–configuration–guide–zscaler–client–connector#step–1	
Project Expectations	• Base PS package has already been delivered historically or is part of the same order • All work is remote • Authentication configuration has been configured and successfully tested • Base package includes full Project Management (if delivered concurrently) • Customer has means to deploy ZCC to devices (SCCM, GPO, MDM, etc.) • Packaging and Desktop resources and tools are available to prioritize the roll–out of ZCC software agents to end–users • Customer to identify and provide their critical applications for the test plan, including compatibility test cases with other endpoint agents • Customer is responsible for all change control and other internal planning processes (i.e. IP Allowlisting)	
Project Constraints	• 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 • Testing for interoperability with existing VPN is out of scope • Zscaler is not responsible for impacts to schedule caused by customer internal processes	
Link to:	[Appendix A – Professional Services Standard Terms and Conditions for PS Credit Offerings](#)	