

Zscaler Professional Services

PS Credits Offerings Catalog

Maximize your Zscaler investment and accelerate critical initiatives with Zscaler Professional Services credit offerings. Get hands-on, customized installation that meets your organization's cloud security adoption requirements. Optimize your Zscaler experience so you can kickstart your zero trust initiatives with enhanced performance, better security, and greater user experiences.

Project overview

Receive hands-on implementation of Zscaler products, with deep dives into a range of different offerings. Project implementation will be remote for all projects.

Methodology

A designated Professional Services Consultant will be assigned to your project. Resource assignment may take up to two (2) weeks. They will kickoff your project with stakeholder interviews to fully understand the scope and desired outcome of the engagement. This will be followed by implementation, based on leading practices and recommendations, taking into consideration all the details that make your organization unique.

Deliverables

We will align on the details of the engagement, set expectations, and then implement recommendations on your Zscaler tenant. We will also provide knowledge transfer and closeout documentation per respective offering.

Service Offering Categories:

- Zscaler Platform Deployment
- Staff Augmentation
- Transformation and Connectivity
- Migration
- Cyber Security Policy Services
- Deception
- Data Protection
- Logging and Visibility
- Optimization
- Rapid Response Services

Zscaler Professional Services Credits Overview

ZCES-PRO-CREDITS

Professional Services (PS) credits provide a simple and cost-effective way to gain access to world-class expertise and assistance from Zscaler's Professional Services team. PS Credits are a common currency that allows the customer to purchase credits at any time to be redeemed immediately or later (within 12 months of purchase date) toward a variety of fixed-scope service offerings that support a range of needs from transformation, optimization, migration, general deployment and more.

How Professional Services Credits Work:

- The minimum purchase is 20 Professional Services credits
- Credits can be redeemed as part of quoting process or can be redeemed later
- Credits expire one calendar year from the date of purchase, even if the credit account has not been activated or utilized Credits are non-refundable, and non-transferable
- Credits may not be redeemed for cash or credit
- Redemption quantity of credits must align to available service offering values. No fractional credit redemption or custom scoping is allowed
- Credits may be redeemed for Zscaler Professional Services offerings presented in this document and Zscaler Education

How to Redeem:

Professional Services Credits may be redeemed in accordance with the applicable equivalent unit value per respective offering as follows:

- Contact your Zscaler Customer Success Manager (CSM) or Account Executive (Sales) to initiate a request for Professional Services credit redemption for the respective offering
- A representative from Zscaler will work to confirm available credit balance, discuss the scope of work to be performed, and any required prerequisites to be completed prior to project kickoff
- Upon the confirmation of scope and readiness, a Professional Services Consultant will reach out to initiate the project

ZSCALER PLATFORM DEPLOYMENT

[Quick Start for ZIA](#)

Remote Professional services; Hands-On & Advisory; 1 Professional Services Consultant and no Project Manager; based on predefined scope with no customization for quick deployment of ZIA for up to 2500 users. Project not to exceed 6 weeks. Education Credits = 0

Credits = 17

[Quick Start for ZPA](#)

Remote Professional services; Hands-On & Advisory; 1 Professional Services Consultant and no Project Manager; based on predefined scope with no customization for quick deployment of ZPA for up to 2500 users. Project not to exceed 6 weeks. Education Credits = 0

Credits = 17

[Essential Deployment Package](#)

Remote Professional Services; Hands-On & Advisory; 1 Professional Services Consultant and no Project Manager; architecture and deployment plan; Scope: Limited implementation support for Zscaler Platform Products (ZIA, ZPA and ZDX Std.) based on the respective Deployment Scope Matrix. Any effort not explicitly stated is deemed out of scope. Project not to exceed 90 days. Education Credits = 15

Credits = 28

[Essential Plus Deployment Package](#)

Remote Professional Services; Hands-On & Advisory; 1 Professional Services Consultant and 1 Project Manager; standard project plan architecture and deployment plan; Scope: Limited implementation support for Zscaler Platform Products (ZIA, ZPA and ZDX Std.) based on the respective Deployment Scope Matrix. Any effort not explicitly stated is deemed out of scope. Project not to exceed 90 days. Education Credits = 20

Credits = 54

[Advanced Deployment Package](#)

Remote Professional Services; Hands-On & Advisory; 1 Professional Services Consultant and 1 Project Manager; standard project plan architecture and deployment plan; Scope: Limited implementation support for Zscaler Platform Products (ZIA, ZPA and ZDX Std.) based on the respective Deployment Scope Matrix. Any effort not explicitly stated is deemed out of scope. Project not to exceed 90 days. Education Credits = 30

Credits = 108

[Enterprise Deployment Package](#)

Remote Professional Services; Hands-On & Advisory; 1 Professional Services Consultant and 1 Project Manager; project plan, architecture and deployment plan; Scope: Limited implementation support for Zscaler Platform Products (ZIA, ZPA and ZDX Std.) based on the respective Deployment Scope Matrix. Any effort not explicitly stated is deemed out of scope. Project not to exceed 180 days. Education Credits = 40

Credits = 240

[Enterprise Plus Deployment Package](#)

Remote Professional Services; Hands-On & Advisory; 1 Professional Services Consultant and 1 Project Manager; project plan, architecture and deployment plan; Scope: Limited implementation support for Zscaler Platform Products (ZIA, ZPA and ZDX Std.) based on the respective Deployment Scope Matrix. Any effort not explicitly stated is deemed out of scope. Project not to exceed 180 days. Education Credits = 50

Credits = 454

ZSCALER PLATFORM DEPLOYMENT (Continued)

[Onsite Design Workshop](#)

Onsite Design Workshop; 1 Professional Services Consultant and 1 Project Manager; 3 days, up to 8 hr. per day onsite; one trip included. Education Credits = 0

Credits = 26

Travel Add-On

1 onsite trip (3 days max); 1 Professional Services Consultant or Project Manager; Travel can be added to any Deployment Package or PS Credit Offering service. Education Credits = 0

Credits = 14

[ZDX Deployment Offerings](#)

ZDX M365

Remote; 1 Professional Services Consultant; Scope: Configuration of Zscaler Digital Experience probes and users providing end-to-end visibility for better user experience and Operational guidance; Up to 5000 Windows/Mac users, 11 Probes across ZIA & ZPA; includes operationalization. Any effort not explicitly stated is deemed out of scope; project completion within 12 weeks.

Education Credits = 0

Credits per Unit = 44

ZDX Advanced

Remote; 1 Professional Services Consultant; Scope: Configuration of Zscaler Digital Experience probes and users providing end-to-end visibility for better user experience and Operational guidance; Up to 5000 Windows/Mac users, up to 30 probes and 30 applications across ZIA and ZPA; includes operationalization. Any effort not explicitly stated is deemed out of scope; project completion within 12 weeks. Education Credits = 0

Credits per Unit = 54

ZDX Advanced Plus

Remote; 1 Professional Services Consultant; Scope: Configuration of Zscaler Digital Experience probes and users providing end-to-end visibility for better user experience and Operational guidance; for up to 5000 Windows/MAC users; 100 probes, 30 applications across ZIA and ZPA and operationalization. Any effort not explicitly stated is deemed out of scope; project completion within 12 weeks. Education Credits = 0

Credits per Unit = 90

ZDX Uplift

Remote; 1 Professional Services Consultant; Scope: Add on per every additional 10,000 users; up to 20 Hrs. to be consumed in 30 days. Any effort not explicitly stated is deemed out of scope; project completion within 4 weeks. (To be combined with Options 1,2 or 3). Education Credits = 0

Credits per Unit = 26

ZDX Operationalization

Remote; 1 Professional Services Consultant; Scope: Up to 20 hours of Audit and Operationalization assistance for Renewal customers or customers with ZDX Standard installed. Any effort not explicitly stated is deemed out of scope; project completion within 12 weeks. Education Credits = 0

Credits per Unit = 26

ZSCALER PLATFORM DEPLOYMENT (Continued)

[ZPA App Segmentation](#)

Remote; 1 Professional Services Consultant; Scope: Configuration of up to 100 total App Segments and App Segment groups (which includes up to 25 high priority App Segments) and up to 5 Servers. Set up of AI/ML Engine. Review, analyze, and implement recommendation App Segments and App Policies as aligned with business needs. Review of the following: Current ZPA Policies and business use case requirements, Zscaler Client Connector Design. Design and deployment of Weighted Load Balancer, if applicable. Deploy up to 1 pair of ZPA Private Service Edge, if applicable. Any effort not explicitly stated is deemed out of scope; project completion within 8 weeks. Education Credits = 0

Credits = 46

[ZPA AppProtection](#)

Remote; 1 Professional Services Consultant; Scope: Assess and Review Use Cases, Configuration of: up to 10 AppProtection Security Policies, up to 5 AppProtection Security Profiles, up to 5 Browser Protection Security Policies, up to 3 Browser Protection Security Profiles, deploy up to 3 Custom Controls, test and analyze Logs for Security Violations and User Access. Any effort not explicitly stated is deemed out of scope; project completion within 10 weeks. Education Credits = 0

Credits = 46

[China Premium Access Offerings](#)

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

China Premium Access

Remote; 1 Professional Services Consultant; Scope: 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. Any effort not explicitly stated is deemed out of scope; project completion within 8 weeks.

Education Credits = 0

Credits per unit = 26

China Premium Plus Access

Remote; 1 Professional Services Consultant; Scope: 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. Any effort not explicitly stated is deemed out of scope; project completion within 12 weeks.

Education Credits = 0

Credits per unit = 56

STAFF AUGMENTATION

[Designated Remote Resource Offerings](#)

Designated Remote Resource – Essential

Remote Professional Services; 1 Professional Services Consultant and no Project Management; a block of up to 20 hours to be consumed within 30 days of redemption /start date. Not to exceed 8 hours per week. Consulting time consumed in 2 hour minimum increments. Education Credits = 1

Credits = 26

Designated Remote Resource – Advanced

Remote Professional Services; 1 Professional Services Consultant and 1 Project Manager; a block of up to 80 (shared) hours to be consumed within 45 days of redemption/start date. Not to exceed 14 hours per week. Consulting time consumed in 2 hour minimum increments. Education Credits = 2

Credits = 84

Designated Remote Resource – Premium

Remote Professional Service; 1 Professional Services Consultant and 1 Project Manager, a block of up to 160 (shared) hours to be consumed within 90 days of redemption/start date. Not to exceed 54 hours per month. Consulting time consumed in 2 hour minimum increments. Education Credits = 5

Credits = 168

[Part Time Resident Engineer – Remote](#)

Remote; 1 Resident Engineer available up to 40 hours every other week; not to exceed 80 hours per month or 960 hours total during a 12 month period. Education Credits = 0

Credits = 768

[Resident Engineer 12 Mo – Onsite/Remote](#)

Remote; 1 Resident Engineer; available up to 40 hours a week; not to exceed 150 hours per month or 1800 hours total during a 12 month period. Education Credits = 0

Remote – Credits = 1334

Onsite – Credits = 1668

[PRO360](#)

Remote; 1 Professional Services Consultant and 1 Project Manager; available for up to 80 hours per month or 900 hours total during a 12 month period. Education Credits = 30 plus 2 days On-site Training

Credits = 1200

TRANSFORMATION AND CONNECTIVITY

[Client Connectivity](#)

Remote; 1 Professional Services Consultant; Scope: Onboarding and deployment to include: Client deployment, updating pertinent policies and advisement on testing and validation of the Client Connector roll-out; for up to 5,000 Windows/Mac and 100 iOS/Android Users (enroll with ZIA/ZPA or both). Any effort not explicitly stated is deemed out of scope; project completion within 8 weeks. Education Credits = 0

Credits per Unit = 34

[Branch Connectivity](#)

Remote; 1 Professional Services Consultant; Scope: Provide implementation plan and support to spin up the ZIA tunnels & a pair of Virtual Service Edge from the Customer premises to Zscaler cloud, keeping resiliency & redundancy. Assist with Traffic forwarding design to point traffic to PSEs; setup Tunnels for up to 20 Sites, a pair of VSE and up to 2 pair of ZIA PSEs. Any effort not explicitly stated is deemed out of scope; project completion within 6 weeks. Education Credits = 0

Credits per Unit = 86

[Workload Communications Offerings](#)

Workload Communications – Essential

Remote; 1 Professional Services Consultant; Scope: Comprehensive Design: Offer design, implementation planning, for VPC/VNET or VLAN deployments across both cloud computing platforms and on-premise data centers within the customer environment; Workload Communications Setup: Provide detailed advice on the installation and configuration of Workload Communications, including Cloud Connector, Branch Connector, and GRE/IPSec Tunnels; for up to 1 VPC/VNET or VLAN deployed in a pre-production environment. Any effort not explicitly stated is deemed out of scope; project completion within 6 weeks. Education Credits = 0

Credits =26

Workload Communications – Advanced

Remote; 1 Professional Services Consultant; Scope: Comprehensive Design: Offer design, implementation planning, for VPC/VNET or VLAN deployments across both cloud computing platforms and on-premise data centers within the customer environment; Workload Communications Setup: Provide detailed advice on the installation and configuration of Workload Communications, including Cloud Connector, Branch Connector, and GRE/IPSec Tunnels; for up to two (2) VPC/VNETs or VLANs within a single region, deployed for a production-ready environment. Any effort not explicitly stated is deemed out of scope; project completion within 10 weeks.

Education Credits = 0

Credits = 54

[SIPA \(Source IP Anchoring\)](#)

Remote; 1 Professional Services Consultant; Scope: Review customer requirements to implement the solution for Source IP Anchored traffic using SIPA feature and policies required to implement in the Zscaler tenant; for up to 2 pairs of App Connectors with configuration of up to 10 SIPA Applications. Any effort not explicitly stated is deemed out of scope; project completion within four (4) weeks.

Education Credits = 0

Credits per Unit = 22

[ZPA Private Service Edge \(PSE\)](#)

Remote; 1 Professional Services Consultant; Scope: Deployment of Private service edge instances in the customer environment based on leading practices; for up to 3 pair of ZPA Private Service Edge devices (6 VM Instances). Any effort not explicitly stated is deemed out of scope; project completion within 4 weeks. Education Credits = 0

Credits per Unit = 24

TRANSFORMATION AND CONNECTIVITY (cont.)

[ZIA Private Infra. – Virtual \(VPSE\)](#)

Remote; 1 Professional Services Consultant; Scope: Provide Design, Implementation plan and Support of Virtual Service Edge (VSE/ Formerly known as VZEN) in the customer environment; for up to 3 pair of ZIA Virtual Service Edge (VSE). Any effort not explicitly stated is deemed out of scope; project completion within 4 weeks. Education Credits = 0

Credits per Unit = 24

[ZIA Private Infra. – Hardware \(PSE\)](#)

Remote; 1 Professional Services Consultant; Scope: Provide Design and Implementation plan and support of Private Service Edge (PSE/Formerly known as PZEN) in the customer premises; for up to 2 pair of ZIA Private Service Edge(Hardware). Any effort not explicitly stated is deemed out of scope; project completion within 4 weeks. Education Credits = 0

Credits per Unit = 30

MIGRATION

[ZIA Policy Creation/Migration \(formerly Policy Migration\)](#)

Remote; 1 Professional Services Consultant; Scope: Review of current solution policies, configuration and migration for up to 100 VWeb and Firewall policies; Any effort not explicitly stated is deemed out of scope; project completion within 8 weeks. Education Credits = 0

Credits per Unit = 46

[Tenant \(Creation/Migration\) Services](#)

Remote; 1 Professional Services Consultant; Scope: Merge 2 Zscaler tenants together; divest an existing tenant into 2 Zscaler tenants or migration of a tenant from 1 Zscaler cloud to another Zscaler cloud; for 1 Tenant of ZIA or ZPA, w/ up to 100 Policies across 4 areas, Authentication, Tunnels for 2 sites. Any effort not explicitly stated is deemed out of scope; project completion within 4 weeks. Education Credits = 0

Credits per Unit = 86

CYBER SECURITY POLICY SERVICES

[Cloud Sandbox](#)

Remote; 1 Professional Services Consultant; Scope: Design and definition of Cloud Sandbox policies, including alerting and mitigation actions, integration with CrowdStrike APIs to provide endpoint detection and response (EDR) visibility for Cloud Sandbox-detected malware; for up to 20 rules. Any effort not explicitly stated is deemed out of scope; project completion within 4 weeks.

Education Credits = 0

Credits per Unit = 20

[Cyber Threat Protection](#)

Remote; 1 Professional Services Consultant; Scope: Configuration of threat prevention policies (Sandbox, Firewall, IPS, ATP) to make sure they align with customer overall risk posture. Enables the streaming of user transaction logs from Zscaler to customer Cloud SIEM; for up to 100 Policies across 4 areas, Cloud SIEM Integration only. Any effort not explicitly stated is deemed out of scope; project completion within 12 weeks. Education Credits = 0

Credits per Unit = 78

DECEPTION

[Deception Offerings](#)

Deception – Essential

Remote; 1 Professional Services Consultant; Scope: Essential deployment of Deception; with limited focus in the following Reconnaissance areas: Threat Intelligence, Cloud Decoys, Supply Chain Cloud , Decoy, , Landmines, Policy Deployment, AD Decoys Detections and AD Kerboeroasting. Limited focus on Data Collection, Containment and Orchestration. Any effort not explicitly stated is deemed out of scope; project completion within 4 weeks. Education Credits = 0

Credits = 26

Deception – Advanced

Remote; 1 Professional Services Consultant; Scope: Deception Essentials Scope PLUS MITM Detection and Limited focus on Privilege Escalation, Defense Evasion, Lateral Movement and Impact. Any effort not explicitly stated is deemed out of scope; project completion within 8 weeks. Education Credits = 0

Credits = 40

DATA PROTECTION

[Data Protection Offerings](#)

Data Protection – Essential

Remote; 1 Professional Services Consultant; Scope: Configuration of predefined/ custom dictionaries and engines; for up to 5 dictionaries (4 predefined & 1 custom), up to 5 Engines & 5 DLP policies, 1 SaaS App for OOB CASB and File Type Control. Any effort not explicitly stated is deemed out of scope; project completion within 8 weeks. Education Credits = 0

Credits per Unit = 28

Data Protection – Advanced

Remote; 1 Professional Services Consultant; Scope: Configuration of predefined/ custom dictionaries and Engines – Up to 10 dictionaries (7 predefined & 3 custom), up to 10 DLP policies, 2 SaaS App for OOB CASB and File Type Control; Includes: Email API, Unmanaged Devices and Private Applications. Any effort not explicitly stated is deemed out of scope; project completion within 8 weeks. Education Credits = 0

Credits per Unit = 50

Data Protection – Prime

Remote; 1 Professional Services Consultant; Scope: Configuration of predefined/custom dictionaries and engines; for up to 15 dictionaries (10 predefined and 5 custom), up to 20 DLP policies, up to 5 SaaS Apps for OOB CASB, File Type Control, Classification: EDM, IDM – (up to 3 Templates), OCR, Incident Management – ICAP and Incident Receiver. Any effort not explicitly stated is deemed out of scope; project completion within 12 weeks. Education Credits = 0

Credits per Unit = 76

LOGGING AND VISIBILITY
Logging and Visibility
<p>Remote; 1 Professional Services Consultant; Scope: Provide operational leading practices and assistance for customer SIEM Integration with Zscaler cloud; for up to 2 pairs of NSS / LSS Deployment and 6 NSS/ LSS feeds. Any effort not explicitly stated is deemed out of scope; project completion within 4 weeks. Education Credits = 0</p> <p>Credits per Unit = 46</p>
OPTIMIZATION
Health Check
<p>Remote; Scope: Remote meeting with Zscaler Professional Services to perform comprehensive review of the current Zscaler Environment: Policies and Configuration, Authentication (SCIM & SAML), Traffic Forwarding (Zscaler Client Connector & Tunnels), Logging, Reporting & Alerts. A written report outlining deficiencies found and recommended remediation steps will be delivered. Any effort not explicitly stated is deemed out of scope; project completion within 4 weeks. Education Credits = 0</p> <p>Credits per Unit = 20</p>
Attack Surface Discovery Report
<p>Remote; Scope: A Zscaler Account Representative will run the Internet attack surface discovery report for 1 domain across these areas of focus: Known Vulnerabilities, SSL/TLS Weakness, Exposed Servers, Namespace Exposure, Public Cloud Instances. The Attack Surface Discovery Report will be sent to you via email within five (5) days from request. Any effort not explicitly stated is deemed out of scope; project completion within 4 weeks. Education Credits = 0</p> <p>Credits per Unit = 12</p>
Risk360 Offerings
<p>Risk360 – Essential</p> <p>Remote; 1 Professional Services Consultant; Scope: Introduction to Risk360, IDP integration, onboarding for up to 5 users, 3rd party integration with CrowdStrike only*. Any effort not explicitly stated is deemed out of scope; project completion within 2 weeks. Education Credits = 0</p> <p>Credits = 10</p>
<p>Risk360 – Advanced</p> <p>Remote; 1 Professional Services Consultant; Scope: Risk360 Essentials scope PLUS delivery of a risk analysis report based on the Risk360 data, customer review conducted and Q&A session. Any effort not explicitly stated is deemed out of scope; project completion within 2 weeks. Education Credits = 0</p> <p>Credits = 14</p>
Business Insights Offerings
<p>Business Insights Essential</p> <p>Remote; 1 Professional Services Consultant; Scope: Configuration for Applications and Workplace Sights for up to 2 App Connectors, 50 applications in the customer environment and Workplace Sight for up to 3 offices. Any effort not explicitly stated is deemed out of scope; project completion within 2 weeks. Education Credits = 0</p> <p>Credits = 10</p>
<p>Business Insights Advanced</p> <p>Remote; 1 Professional Services Consultant; Scope: Configuration for Applications and Workplace Sights for up to 6 App Connectors, 100 applications in the customer environment and Workplace Sight for up to 10 offices. Any effort not explicitly stated is deemed out of scope; project completion within 2 weeks. Education Credits = 0</p> <p>Credits = 16</p>

Select service offering for additional details and accelerate your Zscaler Adoption

PREMIUM SERVICES

[Rapid Response Services](#)

Remote and Onsite as needed; 1 Professional Services Consultant, 1 Project Manager (Part Time) and one(1) Architect (Part-Time, Remote only) for 30 days. Response within 24 hours of customer cyber security breach event; for greenfield environment or existing customers. Education Credits = 0

Credits = 1200



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 SASE-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.

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