

# Zscaler Professional Services

## Data Protection Offerings:

### Essential, Advanced & Prime

Zscaler Data Protection takes a holistic approach to user and application security in the cloud by ensuring that sensitive data, SaaS applications, and IaaS platforms are protected to minimize exposure to external parties. Zscaler Data Protection also provides the necessary visibility to achieve compliance requirements.

In-line and Out-of-Band data protection is accomplished using Data Loss Prevention (DLP), Cloud Access Security Broker (CASB), and SaaS Security Posture Management.

Our Professional Services (PS) Consultant will deploy Zscaler Data Protection in your existing Zscaler Internet Access (ZIA) environment. We enable your organization to quickly realize the benefits of having a reliable and consistent means for remote and on-premises users to access the Internet and pertinent business applications. We offer three tiers of Data Protection offerings built to serve organizations who require deployment of Zscaler Data Protection features and functionality according to the organization's needs.

#### 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

## Data Protection: Essential

<p><b>Professional Services Scope</b></p>	<p>SCOPE:</p> <ul style="list-style-type: none"> <li>• Predefined/Custom Dictionaries &amp; Engines – Up to 5 dictionaries (4 predefined &amp; 1 custom), Up to 5 Engines &amp; up to 5 DLP policies, 1 SaaS App for OOB CASB, File Type Control</li> </ul> <p>INCLUDED:</p> <ul style="list-style-type: none"> <li>• Guide you through protecting your data with pre-defined DLP dictionaries and policies for your data protection use cases with Zscaler DLP Essentials and CASB Essentials</li> </ul> <p>EXCLUDED:</p> <ul style="list-style-type: none"> <li>• Aggressive Regex based dictionaries, Classification, IDM/EDM, ICAP Integration, Incident Receiver</li> <li>• SIPA and other advanced ZIA policies are not covered</li> <li>• Tracking with an Enhancement request</li> </ul> <p>DELIVERABLES:</p> <ul style="list-style-type: none"> <li>• Implementation plan</li> <li>• Conversion of DLP policies from current solution (up to product capability)</li> <li>• Test Plan &amp; Validation</li> <li>• Baseline set of policies</li> </ul> <p>PROJECT CLOSURE:</p> <ul style="list-style-type: none"> <li>• Provide a deployment overview and respective deliverables due at project completion</li> </ul>	
<p><b>Credits</b></p>	<p>28</p>	<p>Redemption of sufficient credits for fulfillment of service offering per unit required</p>
<p><b>Maximum # of Units recommended</b></p>	<p>2</p>	<p>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</p>
<p><b>Duration</b></p>	<p>Up to 8 weeks; Not to exceed 90 days/3 Months</p>	<p>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</p>

## Data Protection: Advanced

<p><b>Professional Services Scope</b></p>	<p><b>SCOPE:</b></p> <ul style="list-style-type: none"> <li>Predefined/Custom Dictionaries &amp; Engines – Up to 10 dictionaries ( 7 predefined &amp; 3 custom), up to 10 DLP policies, 2 SaaS Apps for OOB CASB, File Type Control</li> </ul> <p><b>INCLUDED:</b></p> <ul style="list-style-type: none"> <li>Provide a phased approach of adopting the Zscaler DLP solution for Web, SaaS and Private applications and guide you to protect your data with Data Protection In-Line Web, Classification, API for your use cases around data protection.</li> </ul> <p><b>EXCLUDED:</b></p> <ul style="list-style-type: none"> <li>EDM/IDM, Incident Management – ICAP, Incident Receiver</li> <li>SIPA and other advanced ZIA policies are not covered</li> <li>Tracking with an Enhancement request</li> </ul> <p><b>DELIVERABLES:</b></p> <ul style="list-style-type: none"> <li>Implementation plan</li> <li>Conversion of DLP policies from current solution (Up to product capability)</li> <li>Test Plan &amp; Validation</li> <li>Baseline set of policies</li> </ul> <p><b>PROJECT CLOSURE:</b></p> <ul style="list-style-type: none"> <li>Provide a deployment overview and respective deliverables due at project completion</li> </ul>	
<p><b>Credits</b></p>	<p>50</p>	<p>Redemption of sufficient credits for fulfillment of service offering per unit required</p>
<p><b>Maximum # of Units recommended</b></p>	<p>1</p>	<p>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</p>
<p><b>Duration</b></p>	<p>Up to 10 weeks; Not to exceed 90 days/3 Months</p>	<p>Upon the start of the project, all efforts should be completed within 10 weeks. In total the project will not exceed 3 months of engagement from Professional Services, based on the service start date</p>

## Data Protection: Prime

<p><b>Professional Services Scope</b></p>	<p><b>SCOPE:</b></p> <ul style="list-style-type: none"> <li>Predefined/Custom Dictionaries &amp; Engines – Up to 15 dictionaries ( 10 predefined &amp; 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, Incident Receiver</li> </ul> <p><b>INCLUDED:</b></p> <ul style="list-style-type: none"> <li>Provide a phased approach of adopting the Zscaler DLP solution for Web, SaaS and Private applications and guide you to protect your data with Data Protection In-Line Web, Classification, API, Incident Management, Incident Receiver for your use cases around data protection.</li> </ul> <p><b>EXCLUDED:</b></p> <ul style="list-style-type: none"> <li>SIPA and other advanced ZIA policies are not covered</li> <li>Tracking with an Enhancement request</li> </ul> <p><b>DELIVERABLES:</b></p> <ul style="list-style-type: none"> <li>Implementation plan</li> <li>Conversion of DLP policies from current solution (up to product capability)</li> <li>Test Plan and Validation</li> <li>Baseline set of policies</li> </ul> <p><b>PROJECT CLOSURE:</b></p> <ul style="list-style-type: none"> <li>Provide a deployment overview and respective deliverables due at project completion</li> </ul>	
<p><b>Credits</b></p>	<p>76</p>	<p>Redemption of sufficient credits for fulfillment of service offering per unit required</p>
<p><b>Maximum # of Units recommended</b></p>	<p>1</p>	<p>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</p>
<p><b>Duration</b></p>	<p>Up to 12 weeks; Not to exceed 90 days/3 Months</p>	<p>Upon the start of the project, all efforts should be completed within 12 weeks. In total the project will not exceed 3 months of engagement from Professional Services, based on the service start date</p>

## Applicable to All Data Protection Service Offerings

<b>Resource Allocation</b>	One (1) Professional Services Consultant	Assigned to deliver as per scope of deployment offering
<b>Staffing</b>	Resource assignment may take up to 2 weeks	
<b>Delivery Method</b>	Remote	Assigned PS Resources will be remote for the duration of the engagement
<b>Non Technical Prerequisites</b>	<p>The customer:</p> <ul style="list-style-type: none"> <li>• Must provide appropriate lead resources to attend technical Kick-off and design sessions on the commencement date</li> <li>• Must provide Zscaler representatives with information and resources to successfully execute the Project. This can include, but not limited to, providing access and credentials to systems, completing installation prerequisites, providing project resources, and attendance in planning, execution, or Knowledge Transfer meetings</li> <li>• Will ensure resources are available in a timely manner to undertake tasks such as change control and documentation review</li> <li>• 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</li> </ul>	
<b>Technical Prerequisites</b>	<p>The Customer to ensure:</p> <ul style="list-style-type: none"> <li>• Authentication configured on the customer IdP and in the Zscaler portal</li> <li>• SSL inspection is enabled and heavily tested for desired URL categories on which DLP will be activated</li> <li>• VMs deployed for applicable features (Index Tool, Incident Receiver, etc.)</li> </ul>	
<b>Project Expectations</b>	<ul style="list-style-type: none"> <li>• Authentication configuration has been configured and successfully tested</li> <li>• Customer knows what rules they want implemented</li> </ul>	
<b>Project Constraints</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Zscaler is not responsible for the installation, configuration, or validation of any third-party software, tools, or utilities</li> <li>• Zscaler is not responsible for impacts to schedule caused by customer internal processes</li> </ul>	
<b>Disclaimer</b>	<a href="#">Zscaler Deployment and Professional Services Disclaimer</a>	



Experience your world, secured.™

### 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://zscaler.com) or follow us on Twitter @zscaler.

© 2024 Zscaler, Inc. All rights reserved. Zscaler™, Zero Trust Exchange™, Zscaler Internet Access™, ZIA™, Zscaler Private Access™, ZPA™ and other trademarks listed at [zscaler.com/legal/trademarks](https://zscaler.com/legal/trademarks) are either (i) registered trademarks or service marks or (ii) trademarks or service marks of Zscaler, Inc. in the United States and/or other countries. Any other trademarks are the properties of their respective owners.