

Zscaler Professional Services

Designated Remote Resource Offerings:

Essential, Advanced & Premium

Maximize your Zscaler investment and accelerate critical initiatives with Zscaler Designated Remote Resource.

The Zscaler Professional Services Designated Remote Resource helps you streamline Zscaler adoption, maintenance, and new endeavors as you scale your digital transformation. Designed to supplement your technical team, your Zscaler Designated Remote Resource can help you migrate from third party technology, accelerate SD-WAN initiatives, or retire legacy appliances, among other capabilities. Most of all, leveraging Zscaler Professional Services empowers your organization to securely work from anywhere. Let our subject matter experts help lighten the load for you. Partnering with your team, we will work remotely to review your current environment, create a detailed design plan, and execute on the Zscaler

Benefits of Zscaler Professional Services

Leverage our Designated Remote Resource(s) on your Zscaler related projects in various areas like planning, testing, configuration, rollouts, migrations, and remediation.

Consider our experts an extension of your team brought in to help you complete an existing project or to help out with mergers, acquisitions, and divestitures.

Engagement Overview

Zscaler Designated Remote Resource(s) can be activated at any time within 365 days of your initial purchase date. Once activated, your

services must be utilized within the time allotted per the Designated Remote Resource offering you have purchased. Please refer to the respective table.

Your Designated Resource(s) will work with you remotely to scope each project, maintain consistent and open communication with your teams, and work toward agreed upon project goals and timelines.

Use your Zscaler Designated Remote Resource engagement for architecture decisions, designing and troubleshooting existing environments, or other Zscaler-related tasks. Together, you will agree upon project milestones and define success criteria with our Zscaler Professional Services experts. We will check in with your team every

Zscaler Designated Remote Resources – Essential

PS Credits Value = 26

Stage	Scope	Description
Continuous	One (1) Zscaler resources	One individual, a Professional Services Consultant/Project Manager, designated to your organization for Zscaler-related tasks during the engagement

Engagement

Professional Services	Up to 20 hours	To be consumed in two (2) hour minimum increments; four (4) hour maximum per day; eight (8) hour maximum per week
Allocation terms	Flexible	<ul style="list-style-type: none"> Once the offering is activated/started the block of hours begins and the effort is contiguous Allocations are flexible to align to project requirements
Duration	30 days	Upon activation, all services must be consumed within 30 days*
Validity	Within 365 days	Purchase now and activate/redeem at any time within 365 days of your date of purchase
Maximum hours:	20 hours	Professional Services resource should be engaged no more than 20 hours in a 30 day period
Engagement	Remote	Remote Resources are provided for engagements
Maximum units	1	For organizations requiring more than three units, there are alternative SKUs /offerings designed to align to your needs
Statement of work	No signature needed	
Terms & Conditions	Zscaler Deployment and Professional Services Terms and Conditions	

*You will receive notification before the expiration date of any remaining hours. No extension is possible once expired.

Zscaler Designated Remote Resources – Advanced

PS Credits Value = 84

Stage	Scope	Description
Continuous	Two (2) Zscaler resources	Two individuals, including a Project Manager and a Professional Services Consultant, designated to your organization for Zscaler-related tasks during the engagement.

Engagement

Professional Services	Up to 80 hours	To be consumed in two (2) hour minimum increments; four (4) hour maximum per resource per day; fourteen (14) hour maximum per resource per week
Resource allocation	Recommended	75% (60 hours) consulting hours 25% (20 hours) project management hours
Allocation terms	Flexible	<ul style="list-style-type: none"> Once the offering is activated/started the block of hours begins and the effort is contiguous Allocations are flexible to align to project requirements
Duration	45 days	Upon activation, all services must be consumed within 45 days*
Validity	Within 365 days	Purchase now and activate/redeem at any time within 365 days of your date of purchase
Maximum hours:	80 hours	Professional Services resources should be engaged no more than 80 hours in a 45 day period
Engagement	Remote	Remote resources are provided for engagements
Maximum units	1	For organizations requiring more than two units, there are alternative SKUs/offerings designed to align to your needs.
Statement of work	No signature needed	While a formal statement of work is not required, we can provide a project plan to show how you can use a block of 80 hours
Terms & Conditions	Zscaler Deployment and Professional Services Terms and Conditions	

*You will receive notification before the expiration date of any remaining hours. No extension is possible once expired.

Zscaler Designated Remote Resources – Premium

PS Credits Value = 168

Stage	Scope	Description
Continuous	Two (2) Zscaler resources	Two individuals, including a Project Manager and a Professional Services Consultant, designated to your organization for Zscaler-related tasks during the engagement.

Engagement

Professional Services	Up to 160 hours	To be consumed in two (2) hour minimum increments; four (4) hour maximum per resource per day; twelve (12) hour maximum per resource per week
Resource allocation	Recommended	60% (96 hours) consulting hours 40% (64 hours) project management hours
Allocation terms	Flexible	<ul style="list-style-type: none"> Once the offering is activated/started the block of hours begins and the effort is contiguous Allocations are flexible to align to project requirements
Duration	90 days	Upon activation, all services must be consumed within 90 days*
Validity	Within 365 days	Purchase now and activate/redeem at any time within 365 days of your date of purchase
Maximum hours per month:	54 hours	Professional Services resource should be engaged no more than 54 hours per month
Engagement	Remote	Remote resources are provided for engagements
Maximum units	1	For organizations requiring more than three units, there are alternative SKUs/offerings designed to align to your needs
Statement of work	No signature needed	While a formal statement of work is not required, we can provide a project plan to show how you can use a block of 160 hours
Terms & Conditions	Zscaler Deployment and Professional Services Terms and Conditions	

*You will receive notification before the expiration date of any remaining hours. No extension is possible once expired.



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 or follow us on Twitter @zscaler.

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