



Zscaler Professional Services

Platform Health Check

The Zscaler Professional Services Health Check helps you document and optimize the quality of your Zscaler deployment. Designed to supplement your technical team, Health Check leverages the resources within Zscaler Professional Services to complete a detailed audit of the Zscaler security and management solutions deployed across your organization.

Findings from the Health Check help you understand potential deficiencies in your current ZIA or ZPA environment and identify potential areas for improvement. The insights provided will help you ensure that leading practices can be implemented to help you achieve your desired business outcomes and maximize the value of your Zscaler deployment.

Benefits of the Health Check

Flexible engagement: Every organization has unique needs, which is why Zscaler designed the Health Check with flexible engagement options. The Health Check provides up to twenty (20) hours of consulting time to be used at your convenience within four (4) weeks of project start date. We will work with your team remotely to review your current security posture, network infrastructure, and application requirements. After the Health Check environment review is complete, the Zscaler Professional Services team will provide a report and review its detailed results with your team.

Benefits of Professional Services:

- **Valuable Zscaler Experience** Our PS Project Managers and 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

Environment review Each Health Check includes a detailed review of your Zscaler environment for a given product. The Zscaler Professional Services team will work with you via web sessions and interviews to examine and audit your environment. As part of the audit, the team will review your policies, authentication technology and strategy, as well as your traffic-forwarding options, capacity, and optimization. We will seek to understand your logging and reporting requirements to ensure you can effectively leverage Zscaler reports. Our Engineering and Professional Services teams will provide insight into your current configuration and the degree to which you are successfully leveraging your Zscaler solutions. Each Health Check can focus on a specific Zscaler product, such as ZIA or ZPA.

Recommendations & report Upon completion of the audit, the Zscaler Professional Services team will prepare a detailed report of all findings from the Health Check. Your custom report will include an assessment of your current environmental state and a summary of your desired future state. Through the written report and a web consultation meeting, the Zscaler Professional Services team will provide guidance on the most efficient and effective ways to achieve your organization’s desired outcomes.

Zscaler Platform Healthcheck			
Stage	Scope	Included	Description
Environment Review	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
Recommendations	Written report outlining deficiencies found and recommended remediation steps	✓	Document starting environment and configuration
		✓	Document remediation and leading practice recommendations
		✓	Review and discuss remediation for a defined Zscaler product via web conference

Engagement		
Credits	20	Redemption of sufficient credits for fulfillment of service offering per unit requested
Maximum # of Units Recommended	2	The maximum number of units recommended for this offering to be implemented in parallel.
Resource Allocation	One (1) Professional Services Consultant	Assigned to deliver as per scope of deployment offering
Staffing	Resource assignment may take up to 7 days	
Duration	Up to 20 hours; Not to exceed 4 weeks	Upon the start of the project, all efforts to be completed within 20 hours. In total the project will not exceed 4 weeks 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
Non-Technical Prerequisites	<p>The customer:</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • The customer must have ZIA and/or ZPA fully deployed and successfully tested 	
Project Constraints	<ul style="list-style-type: none"> • 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 • Zscaler is not responsible for impacts to schedule caused by customer internal processes • One Healthcheck per product (ZIA or ZPA) 	
Link to:	Appendix A – Professional Services Standard Terms and Conditions for PS Credit Offerings	



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 SSE-based Zero Trust Exchange is the world's largest inline cloud security platform. Learn more at zscaler.com or follow us on Twitter [@zscaler](https://twitter.com/zscaler).

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