

Zscaler Professional Services

PRO360

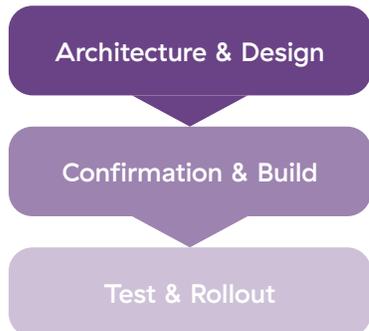
Holistic transformation requires a disciplined focus and often a multi-step, even multi-year process. Throughout that process, organizations may require different skills and experiences to execute while at the same time needing continuity with long-term focus.

Zscaler Professional Services created the PRO360 service to support these needs, offering both skill and focus while you embark on your organization's Zscaler transformation. Based on the proven practices of our other offerings, PRO360 uniquely provides extended engagement and resource flexibility. Your PRO360 team—a Program Manager and a Lead Delivery Consultant—can support long-term planning and multi-phased rollouts without the typical operational inefficiencies of transactional projects.

In addition, unlike typical staff augmentation offerings with a single resource and skill set, PRO360 lets you introduce subject matter experts as needed during the contract, ensuring you always have the best resources to support initiatives across the Zscaler product suite. This is all done without the need for a statement of work, as this offering is time-bound and not tied to specific scope.

The PRO360 service offers immense value for organizations through comprehensive engagement, long-term planning, and broad experience guiding your transformation. The team brings a proven and consistent project framework that provides the guidance and structure you're seeking, with the flexibility to adapt to your unique environment. In addition, a customized project plan is provided for each deployment, along with comprehensive scheduling rollout support to ensure your project's success.

As your project and project teams evolve, so do we. We are with you every step of the way through planning, design, and implementation.



Benefits of PRO360:

- **Agility and economy:**
New projects can be created, and existing projects can be modified, changed, or canceled within the lifetime of the services without incurring additional project cost.
- **Resource flexibility:**
We tailor the delivery resource skills to the needs of the engagement over time. You'll have access to our full complement of skills

PRO360 – PS Credits Value = 1200

Scope	<ul style="list-style-type: none"> Resource availability up to 80 hours per month allocated primarily to the Technical Consultant(s) and Project Manager at 75/25 ratio or as needed. Unused hours do not carry over. Minimum increment for consumption is 1 hour. A Statement of Work (SOW) is not required; this engagement is time-based. Maximum hours per resource per day is four (4) hours; maximum hours per resource per week is twelve (12) hours. 	
Engagement	<ul style="list-style-type: none"> All engagements are delivered remotely and will be facilitated via email, phone, and web conferencing solutions. Requests for on-site support will be considered and will incur additional billings for associated travel and expense costs. 	
Resources*	Program Manager	<p>Provides project coordination and planning, status reporting, escalation assistance, and operational reviews, as needed, for all Zscaler customer projects.</p> <p>Deliverables:</p> <ul style="list-style-type: none"> Detailed project plan Weekly reports if needed
	Lead Delivery Consultant	<p>Aligned to the account as a technical Professional Services lead.</p> <p>Provides architecture and design guidance, hands-on configuration and testing support.</p> <p>Learns your environment and can make informed decisions.</p> <p>Ensures that the right level of PS expertise is engaged to meet project objectives and to accelerate identified initiatives as required across all aspects of the Zscaler security stack.</p> <p>Maintains customer technical deployment and configuration knowledge base.</p>
Staffing	Resource assignment within 2 weeks	
Other Offering Deliverables	Education – 30 Credits	<p>Credit for either of the following:</p> <ul style="list-style-type: none"> 1 Credit for (proctored) Certification Exams 4 Credits for 1 day (8 hrs.) virtual instructor-led training <p>As well as 2 Days Onsite Training</p>
	Annual Health Check	An annual review of the current Zscaler implementation and operations, providing best practices recommendations and remediation plan.
	Annual Security Audit	An annual review specific to your organizations Zscaler security posture.
Duration	Up to 12 months	
Terms & Conditions	Zscaler Deployment and Professional Services Terms and Conditions	

* No more than 2 resources will be assigned at a time for the duration of the engagement.



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.

© 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 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.