

Zscaler Professional Services

Resident Engineer: 12 Mo Remote or Onsite

At Zscaler, our success is directly linked to the business value you realize from our products and services. The Resident Engineer offering enables your organization to augment your team's expertise with Zscaler-trained resources to efficiently address skills gaps or resource capacity. The service is designed to provide an additional tool to support and accelerate your Zscaler transformation.

Flexibility & expertise: Zscaler Resident Engineer engagements are available in 12 month durations, with remote and onsite* options. The Resident Engineer's focus is to provide a high level of engagement for core deployment and implementation tasks and activities, including but not limited to project planning, architecture and design assistance, migration support, and knowledge transfer for Zscaler products. Bringing the most specialized skills in the industry to your company, with the full support of Zscaler Professional Services, the Resident Engineer focuses on all technical aspects of your Zscaler initiatives.

Expand your team: The Resident Engineer works directly with your staff, becoming intimately familiar with your unique environment, processes, and goals to ensure success.

Increase adoption, reduce risk: The Resident Engineer offering allows you to quickly increase the depth of Zscaler knowledge in your project or your team to accelerate outcomes and derisk project execution.

Your Zscaler Resident Engineer can assist your team with activities related to licensed Zscaler products and services, including but not limited to the following:

- Lead planning, design reviews, and presentations as needed to display Zscaler benefits to stakeholders
- Lead or participate in project/stakeholder update meetings, quarterly business reviews, and provide reports as mutually agreed
- Assist with change control process development
- Provide leading practice guidance
- Provide test validation support
- Assist with architecture readiness for use testing
- Document and operationalize Zscaler environment
- Perform knowledge transfer sessions on Zscaler product(s) (does not include courseware)
- Ensure policy configuration conformance based on business needs
- Ensure software compliance and provide remediation or custom integration assistance
- Provide Zscaler API integration support

Zscaler Resident Engineer Overview		
	12-Month Engagement	
	Onsite SKU: ZCES-PRO-RES-12-ONSITE PS Credits = 1668	Remote SKU: ZCES-PRO-RES-12 PS Credits = 1334
Professional	12-month Resident Engineer, up to 1,800 hours	
Resource Allocation	Dedicated	
Duration	<ul style="list-style-type: none"> • 8-hour days; up to 40 hours per week • 150 hours/4 weeks per month for 12 months • Completion of the engagement is not tied to milestones, documentation, or other accomplishments 	
Validity	Valid for up to 12 months; based on agreed upon residency start date	
Terms & Conditions	Zscaler Deployment and Professional Services Terms and Conditions	



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 or follow us on Twitter @zscaler.

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