



Zscaler Professional Services

Tenant Services

Multitenancy is a common feature of purpose-built, cloud-delivered services, as it allows customers to share resources efficiently while securely scaling to meet increasing demand.

The multi-tenant design of a cloud service can dramatically impact the delivery of applications and services. It enables unprecedented reliability, availability, and scalability while enabling IT organizations' cost savings, flexibility, and security.

Our Professional Services (PS) Consultant will optimize or migrate your existing tenant scenario to suit your organizational needs. This offering serves organizations going through Mergers and Acquisitions (M&A), Divestitures, or moving from cloud to cloud.

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

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Professional Services Scope	<p>SCOPE:</p> <ul style="list-style-type: none"> One (1) Tenant of ZIA or ZPA, with up to 100 Policies across 4 areas, Authentication, Tunnels for 2 sites <p>INCLUDED:</p> <ul style="list-style-type: none"> Merge two (2) Zscaler tenants together; divest an existing tenant into two (2) Zscaler tenants or migration of a tenant from one (1) Zscaler cloud to another Zscaler cloud; Up to 5 pairs of ZPA App Connectors <p>EXCLUDED:</p> <ul style="list-style-type: none"> Data Protection, Logging, Browser Access(ZPA) <p>DELIVERABLES:</p> <ul style="list-style-type: none"> Migration plan Import/export of policy configuration from tenant A to B <p>PROJECT CLOSURE:</p> <ul style="list-style-type: none"> Provide deployment overview and respective deliverables due at project completion 	
Credits	86	Redemption of sufficient credits for fulfillment of service offering per unit required
Maximum # of Units recommended	2	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
Resource Allocation	One (1) Professional Services Consultant	
Staffing	Resource assignment may take up to 2 weeks	
Duration	Up to 4 weeks; Not to exceed 90 days/3 Months	Upon the start of the project, all efforts should be completed within 4 weeks. In total the project will not exceed 3 months 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 	

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Technical Prerequisites	<p>The Customer to ensure:</p> <ul style="list-style-type: none"> The Zscaler tenant is provisioned
Project Expectations	<ul style="list-style-type: none"> ZIA or ZPA has been fully deployed and successfully tested Customer knows what tenants they want to work on, and has access to those tenants and configuration settings (IdP, SIEM, etc) Multiple tenants have been properly provisioned with correct domains on Zscaler side Customer to protect ownership of Public IPs for Zscaler tunnel termination in case of divestiture. GRE/IPsec tunnels to be migrated in a maintenance window
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 Testing for interoperability with existing VPN is out of scope Zscaler is not responsible for impacts to schedule caused by customer internal processes
Disclaimer	<p>Zscaler Deployment and Professional Services Disclaimer</p>



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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