Zscaler Professional Services

Workload Communications:
Essential and Advanced Offerings

Zscaler Workload Communications provides simple and secure cloud workload connectivity.

It secures server access to the internet and provides direct connectivity to the Zscaler cloud, providing apps with highly secure and simplified access to the internet. Cloud Workload Security relies on a unified zero trust Architecture for connectivity, security, and access.

Our Professional Services (PS) team will deploy Zscaler Workload Communications into your existing public cloud environment. This offering serves customers that have purchased Zscaler Workload Communications and want to reduce time-to-value and build a solid foundation for organization-wide transformation efforts.

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

Workload Communications – Essential

SCOPE:

- One (1) VPC/VNET or VLAN deployed in a pre production environment

INCLUDED:

- Comprehensive Design: Offer design, implementation planning, for VPC/VNET or VLAN deployments across both cloud computing platforms and on-premise data centers within the customer environment

- Workload Communications Setup: Provide detailed advice on the installation and configuration of Workload Communications, including Cloud Connector, Branch Connector, and GRE/IPSec Tunnels.

This includes guidance on:

- Utilizing and customizing CloudFormation and Terraform templates. We provide default templates and assist in their customization to align with the specific requirements of the customer's cloud environment

- Network Configuration and Strategy: Deliver tailored recommendations for networking adjustments in the Cloud Infrastructure to optimize deployment and traffic management. Default ZScaler Workloads Communication security policies & up to 3 additional types of security policies for Workloads Communication

EXCLUDED:

- Additional Product Implementation: Installation of Zscaler Client Connector, ZIA or ZPA configuration NOT for Workloads, and NSS setup

- Infrastructure Automation: Customization of Infrastructure as Code (IaC) or CI/CD Pipelines

- Unsupported third-party: Integration with third-party services not already supported or documented

- Hands-On Keyboard Support: We do not engage in direct operation within the customer's cloud or on-premise environments, nor do we take possession of cloud or data center credentials to access or alter a customer's system, environment, or resources. Our role is to advise, observe, and instruct the custer on necessary actions but NOT to perform those actions directly

DELIVERABLES:

- * Project Overview: We will provide a project overview outline key milestones and deadlines

- * Implementation Plan: A implementation plan detailing steps, phases, and requirements for successful deployment

- * High-Level Reference Network Architecture Diagram: A final network architecture diagram illustration the integration of Workload Communication components within the customer's existing network. This includes a review of the customer's network diagram with our component shown as integrated, ensuring alignment and clarity

PROJECT CLOSURE:

- * Outstanding Items Review: We will hold a session with the customer to address any remaining outstanding items to ensure complete satisfaction

- * Use Case & Scope Review: We will review the agreed-upon use cases and scope, ensuring that all objective have been met and align with the customer's expectations

Credits	26	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. For organizations requiring more than the stated recommended units, there are alternative SKUs that may better align to your needs
Duration	Up to 6 weeks; Not to exceed 90 days/3 Months	Upon the start of the project, all efforts should be completed within 6 weeks. In total, the project will not exceed 3 months of engagement from Professional Services, based on the service start date

Workload Communications – Advanced

SCOPE:

- Up to two (2) VPC/VNETs or VLANs within a single region, deployed for a production-ready environment

INCLUDED:

- Comprehensive Design and Support: Offer design, implementation planning, and ongoing support for VPC/VNET or VLAN deployments across both cloud computing platforms and on-premise data centers within the customer environment

- Workload Communications Setup: Provide detailed advice on the installation and configuration of Workload Communications, including Cloud Connector, Branch Connector, and GRE/IPSec Tunnels

This includes guidance on:

- Utilizing and customizing CloudFormation and Terraform templates. We provide default templates and assist in their customization to align with the specific requirements of the customer's cloud environment

- Network Configuration and Strategy: Deliver tailored recommendations for networking adjustments in the Cloud Infrastructure to optimize deployment and traffic management. Default ZScaler Workloads Communication security policies & up to 3 additional types of security policies for Workloads Communication

EXCLUDED:

- Additional Product Implementation: Installation of Zscaler Client Connector, ZIA or ZPA configuration NOT for Workloads, and NSS setup

- Infrastructure Automation: Customization of Infrastructure as Code (IaC) or CI/CD Pipeline

- Unsupported third-party: Integration with third-party services not already supported or documented

- Hands-on Keyboard Support: We do not engage in direct operation within the customer's cloud or on-premise environments, nor do we take possession of cloud or data center credentials to access or alter a customer's system, environment, or resources. Our role is to advise, observe, and instruct the customer on necessary actions but NOT perform those actions directly

DELIVERABLES:

- Project Timeline: We will provide a project timeline outline key milestones and deadlines

- Implementation Plan: A implementation plan detailing steps, phases, and requirements for successful deployment

- High-Level Reference Network Architecture Diagram: A final network architecture diagram illustration the integration of Workload Communication components within the customer's existing network. This includes a review of the customer's network diagram with our component shown as integrated, ensuring alignment and clarity

PROJECT CLOSURE:

- Outstanding Items Review: We will hold a session with the customer to address any remaining outstanding items to ensure complete satisfaction

- Use Case & Scope Review: We will review the agreed-upon use cases and scope, ensuring that all objective have been met and align with the customer's expectations

- Future Roadmap and Adoption Planning: Together with the customer and the CSM (Customer Success Manager), we will discuss and plan for future roadmap and adoption strategies, focusing on continuous improvement and alignment with business goals

Credits	54	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. For organizations requiring more than the stated recommended units, there are alternative SKUs that may better align to your needs
Duration	Up to 10 weeks; Not to exceed 90 days/3 Months	Upon the start of the project, all efforts should be completed within 10 weeks. In total, the project will not exceed 3 months of engagement from Professional Services, based on the service start date

Engagement		
Resource Allocation	One (1) Professional Services Consultant	Assigned to deliver as per scope of deployment offering
Staffing	Resource assignment may take up to 2 weeks	
Delivery Method	Remote	Assigned PS Resources will be remote for the duration of the engagement
Non–Technical Prerequisites	The customer: • 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	The Customer to ensure: • ZIA and ZPA setup and configuration are in place • Workload Communications Design is completed and documented for handover to PS team	
Project Expectations	• Customer knows what their use cases are and what types of rules they want implemented • Customer has working knowledge of Cloud Infrastructure and Infrastructure as Code (IaC) • Customer has an accurate and up to date Architecture of Workloads in the Cloud Infrastructure that is to be protected by Workload Communications. • Any relevant Change management or other internal processes for approvals are in place for the project	
Project Constraints	• 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 • Zscaler Licenses for Workload Communications are obtained to help cover any use cases the customer needs for the deployment (including but not limited to NSS Logs, etc.)	
Terms and Conditions	Zscaler Deployment and Professional Services Terms and Conditions	