

Zscaler Professional Services

ZDX Deployment Offerings

Zscaler Digital Experience (ZDX) is a digital experience monitoring solution delivered as a service from the Zscaler cloud.

ZDX provides end-to-end visibility and troubleshooting of end-user performance issues for any user or application, regardless of location. In addition, it enables continuous monitoring for network, security, desktop, and helpdesk teams with insight into end-user device, network, and application performance issues. With ZDX, IT teams can proactively analyze and troubleshoot user experience issues to improve productivity and IT agility.

Our Professional Services (PS) Consultant will help your organization unlock superior digital experiences for your users that fit your needs, including options for ZDX M365, ZDX Advanced or ZDX Advanced Plus deployments.

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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<p>Professional Services Scope</p>	<p>SCOPE:</p> <p>Please see ZDX Offering Options below</p> <p>Option 1 – ZDX M365: Up to 5000 Windows/Mac users, up to 13 probes and 7 applications across ZIA and ZPA; includes operationalization</p> <p>Option 2 – ZDX Advanced: Up to 5000 Windows/Mac users, up to 30 probes and 30 applications across ZIA and ZPA; includes operationalization</p> <p>Option 3 – ZDX Advanced Plus: Up to 5000 Windows/Mac users, up to 100 probes and 100 applications across ZIA and ZPA; includes operationalization</p> <p>Option 4 – ZDX Uplift: Add-on per every additional 10,000 users; adds up to 20 hours to be consumed in 30 days per uplift (To be combined with Options 1,2 or 3)</p> <p>Option 5 – ZDX Operationalization: Provides Audit and Operationalization assistance for Renewals or existing ZDX Standard customers; up to 20 hours to be consumed in 30 days</p> <p>INCLUDED:</p> <ul style="list-style-type: none"> The configuration of Zscaler Digital Experience probes and users providing end-to-end visibility for better user experience and Operational guidance <p>EXCLUDED:</p> <ul style="list-style-type: none"> Zscaler Client Connector installation, ZIA or ZPA set up <p>DELIVERABLES:</p> <ul style="list-style-type: none"> Implementation plan for ZDX Leading practices guide for Probe and App configurations <p>PROJECT CLOSURE:</p> <ul style="list-style-type: none"> Provide deployment overview and respective deliverables due at project completion 	
<p>Credits</p>	<p>Option 1 – ZDX M365: 44</p> <p>Option 2 – ZDX Advanced: 54</p> <p>Option 3 – ZDX Advanced Plus: 90</p> <p>Option 4 – ZDX Uplift: 26</p> <p>Option 5 – ZDX Operationalization: 26</p>	<p>Redemption of sufficient credits for fulfillment of service offering per unit required</p>
<p>Maximum # of Units recommended</p>	<p>2</p>	<p>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</p>
<p>Resource Allocation</p>	<p>One (1) Professional Services Consultant</p>	<p>Assigned to deliver as per scope of deployment offering</p>
<p>Staffing</p>	<p>Resource assignment may take up to 2 weeks</p>	
<p>Duration</p>	<p>Up to 12 weeks; Not to exceed 90 days/3 Months</p>	<p>Upon the start of the project, all efforts should be completed within 12 weeks. In total the project will not exceed 3 months of engagement from Professional Services, based on the service start date (exceptions based on uplifts purchased per project)</p>
<p>Delivery Method</p>	<p>Remote</p>	<p>Assigned PS Resources will be remote for the duration of the engagement</p>

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<p>Non-Technical Prerequisites</p>	<p>The customer:</p> <ul style="list-style-type: none"> • Must provide appropriate resources aligned to key technology areas 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
<p>Technical Prerequisites</p>	<p>The Customer to ensure:</p> <ul style="list-style-type: none"> • Zscaler Client Connector 2.2.1 or later for Windows/Mac must be installed for the targeted audience to start; further rollout of Zscaler Client Connector can be completed in parallel
<p>Project Expectations</p>	<ul style="list-style-type: none"> • Zscaler Client Connector configuration has been completed and successfully tested • Zscaler Client Connector has been rolled out to the critical majority of end users (i.e., at least 30-40% of users to start) • Base Professional Service deployment package has already been delivered previously, or is part of the same order • Customer has access to ZDX Admin Portal • Customer has a license for ZDX M365, ZDX Advanced or ZDX Advanced Plus
<p>Project Constraints</p>	<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 professional services not contained in this Project are 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
<p>Terms and Conditions</p>	<p>Zscaler Deployment and Professional Services Terms and Conditions</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 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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