

Zscaler Professional Services

ZIA Private Infrastructure – Hardware(PSE)

Zscaler can extend its patented cloud architecture to an organization's premises by providing ZIA Private Service Edge (formerly Private ZEN or PZEN).

Private Service Edge is part of the Zscaler cloud and performs the same service as the ZIA Public Service Edge. It includes support for features, such as Firewall, Sandbox, and Data Loss Prevention (DLP). It communicates with other nodes in the cloud, such as the Central Authority (CA) for user authentication and policy updates, and the cloud routers and Nanolog clusters for logging and reporting.

Private Service Edges are installed in an organization's data center and are dedicated to the organization's traffic, but they are managed and maintained by Zscaler Cloud Operations. Zscaler monitors and maintains the Private Service Edges with a near-zero touch from your organization.

Private Service Edges benefit organizations that have certain geopolitical requirements or those that use applications that require an organization's IP address as the Source IP address. Our Professional Services Consultant (PS) will help your organization with design and implementation of the Private Service Edge devices once installed on your premises.

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"> Up to Two (2) pair of ZIA Private Service Edge Hardware Devices <p>INCLUDES:</p> <ul style="list-style-type: none"> Provide Design and Implementation plan and support to get up to Two (2) pair of Private Service Edge (PSE/Formerly known as PZEN) in the customer premises <p>EXCLUDES:</p> <ul style="list-style-type: none"> Racking and Stacking of PSEs GRE/ IPsec tunnels, Zscaler Client Connector (ZCC) or any other traffic forwarding method Managing Customer infrastructure (Ex. VMware) <p>DELIVERABLES:</p> <ul style="list-style-type: none"> Design Plan Functional Test Plan 	
Credits	30	Redemption of sufficient credits for fulfillment of service offering per unit required
Maximum # of Units recommended	3	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	Assigned to deliver as per scope of deployment offering
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, but is not limited to, 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 other customer vendors, suppliers, and Consultants 	
Technical Prerequisites	<ul style="list-style-type: none"> Authentication has been configured on the customer IdP and in the Zscaler Portal for ZIA Baseline security policies (ZIA) and Traffic Forwarding method(s) are working in production ZCC has been rolled out to users Prerequisites for PSEs to be racked and stacked with proper power and network cabling in place. Completion of necessary data collection via spreadsheet for sizing and IP Addresses required as part of the PSE deployment. Cloud Ops to share this information ahead of time 	

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Project Expectations	<ul style="list-style-type: none">• ZIA has been fully deployed and successfully tested• Customer to identify and provide their critical applications as required for the project
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• Zscaler is not responsible for impacts to schedule caused by customer internal processes
Terms and 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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