

# Zscaler Professional Services

## ZIA Private Infrastructure – Virtual (VSE)

Virtual Service Edge (formerly Virtual ZEN or VZEN) uses a virtual machine (VM) to function as a full-featured Public Service Edge dedicated to your organization's traffic.

Virtual Service Edges perform the same service as the Public Service Edges in the Zscaler cloud, including support for features, such as Firewall, Sandbox, and Data Loss Prevention (DLP) and are part of the Zscaler cloud. They communicate with the Zscaler cloud for user authentication, policy updates, logging, and reporting. Additionally, after users are signed in and authenticated to the Zscaler service, the service always applies their policies, whether they connect to an on-premise Virtual Service Edge or to a Public Service Edge anywhere in the world. Logs are transmitted to and stored on the Zscaler cloud as a central repository for integrated analytics, so you can view and monitor internet traffic activity on the dashboard and make full use of the real-time logging and interactive reporting capabilities of the service. Your organization has full access to the Virtual Service Edges for monitoring and configuration. Zscaler does not require access to the Virtual Service Edges.

Virtual 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 (PS) Consultant will help your organization with design and implementation of the Virtual Service Edge(s) to meet your specific traffic requirements.

### 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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<b>Professional Services Scope</b>	<b>SCOPE:</b> <ul style="list-style-type: none"> <li>Up to three (3) pair of ZIA Virtual Service Edge (VSE)</li> </ul>	
	<b>INCLUDE:</b> <ul style="list-style-type: none"> <li>Provide Design, Implementation plan and Support of Virtual Service Edge (VSE/Formerly known as VZEN) in the customer environment</li> </ul>	
	<b>EXCLUDE:</b> <ul style="list-style-type: none"> <li>GRE/IPsec tunnels, Zscaler Client Connector (ZCC) or any other traffic forwarding method(s)</li> <li>Managing Customer infrastructure ( Ex. VMware)</li> </ul>	
	<b>DELIVERABLES:</b> <ul style="list-style-type: none"> <li>Design Plan</li> <li>Functional Test Plan</li> </ul>	
<b>Credits</b>	24	Redemption of sufficient credits for fulfillment of service offering per unit required
<b>Maximum # of Units recommended</b>	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
<b>Resource Allocation</b>	One (1) Professional Services Consultant	Assigned to deliver as per scope of deployment offering
<b>Staffing</b>	Resource assignment may take up to 2 weeks	
<b>Duration</b>	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
<b>Delivery Method</b>	Remote	Assigned PS Resources will be remote for the duration of the engagement
<b>Non-Technical Prerequisites</b>	The Customer: <ul style="list-style-type: none"> <li>Must provide appropriate lead resources to attend technical Kick-off and design sessions on the commencement date</li> <li>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</li> <li>Will ensure resources are available in a timely manner to undertake tasks such as change control and documentation review</li> <li>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</li> </ul>	
<b>Technical Prerequisites</b>	<ul style="list-style-type: none"> <li>Authentication has been configured on the customer IdP and in the Zscaler Portal for ZIA</li> <li>Baseline security policies (ZIA) and Traffic Forwarding method are working in production/ZCC has been rolled out to users</li> <li>Prerequisites for installing VSEs, like IP Whitelisting, VMware machine builds are ready</li> <li>Completion of necessary data collection via spreadsheets for sizing and required IP address information</li> </ul>	

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<b>Project Expectations</b>	<ul style="list-style-type: none"><li>• ZIA has been fully deployed and successfully tested</li><li>• Customer to identify and provide their critical applications as required for the project</li></ul>
<b>Project Constraints</b>	<ul style="list-style-type: none"><li>• 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</li><li>• Zscaler is not responsible for the installation, configuration, or validation of any third-party software, tools, or utilities</li><li>• Zscaler is not responsible for impacts to schedule caused by customer internal processes</li></ul>
<b>Terms and Conditions</b>	<a href="#">Zscaler Deployment and Professional Services Terms and Conditions</a>



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### 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](https://zscaler.com) or follow us on Twitter @zscaler.

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