

# Zscaler Professional Services

## ZPA Private Service Edge

ZPA Private Service Edge is a fully functional single-tenant (per customer) instance broker hosted by the customer organization but managed by Zscaler. ZPA Private Service Edge resides within the customer's site or in a public cloud service, such as the ZPA cloud service.

This on-premises service enforces policies and stitches together the connection between an authorized user and a specific private application. ZPA Private Service Edge is a zero trust solution designed for all users from any location and any device. The ability to host ZPA brokering services on-premises (based on identity) without network segmentation leads to a host of benefits for existing Zscaler Private Access™ customers and new ones.

Our Professional Services (PS) Consultant will deploy the ZPA Private service edge instances in the customer environment to use the shortest path for connectivity between Applications and Users. These lightweight Virtual machines/RPM will be deployed, keeping resiliency and redundancy in mind. This offering is for organizations that plan to adopt zero trust network access and want to prevent hair pinning of application traffic for users in the same

### 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>	<p><b>SCOPE:</b></p> <ul style="list-style-type: none"> <li>Setting up 3 pairs of the ZPA Private Service Edge (6 VM Instances)</li> </ul> <p><b>INCLUDED:</b></p> <ul style="list-style-type: none"> <li>Deploy the Private service edge instances in the customer environment based on leading practices.</li> </ul> <p><b>EXCLUDED:</b></p> <ul style="list-style-type: none"> <li>ZPA Connectors, Authentication, App segmentation, Logging</li> </ul> <p><b>DELIVERABLES:</b></p> <ul style="list-style-type: none"> <li>Low-level design plan for ZPA PSEs</li> <li>Task list for PSE implementation</li> </ul> <p><b>PROJECT CLOSURE:</b></p> <ul style="list-style-type: none"> <li>Provide deployment overview and respective deliverables due at project completion.</li> </ul>	
<b>Credits</b>	24	Redemption of sufficient credits for fulfillment of service offering per unit required
<b>Maximum # of Units recommended</b>	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
<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>	<p>The customer:</p> <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 customer's other vendors, suppliers, and Consultants</li> </ul>	
<b>Technical Prerequisites</b>	<ul style="list-style-type: none"> <li>Authentication configured on the customer IdP and in the Zscaler portal</li> <li>ZPA Connectors are configured &amp; functional</li> <li>ZPA App segments and access policies are defined</li> <li>Prerequisites for PSEs to be racked and stacked with proper power and network cabling in place.</li> <li>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</li> </ul>	

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<b>Project Expectations</b>	<ul style="list-style-type: none"> <li>• Get the ZPA PSE configured as a part of ZTNA adoption and test if user traffic from the location is routed locally</li> <li>• Customer to identify and provide their critical applications for the test plan, including compatibility test cases with other non-Zscaler products on the end-user system</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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