Harness the Power of Zscaler Deployment and Support Services

Sunil Wadhwa, SVP, Global Customer Services, Zscaler
Agenda

- Self-service experience
- Training
- Deployment
- Support
- New service experience
Zscaler core value - customer obsession

97%
Customer satisfaction score (CSAT)

‘Excellent support’

‘Issue got fixed in fast track mode’

‘Fast and efficient’

THANK YOU
Self service

On-boarding wizard
• New customers
• Quick setup
• Leverage Zscaler app
• Best practices
Self service

On-boarding wizard
• New customers
• Quick setup
• Leverage Zscaler app
• Best practices
Self service

Easy tunnel setups

- IPSec VPN with APIs
- Self-provisioning of IPs for GRE tunnel
- Geo-proximity-based DC recommendations
- Tunnel configuration wizard
- Improved visibility of traffic and events
Self service

Easy tunnel setups

- IPSec VPN with APIs
- Self-provisioning of IPs for GRE tunnel
- Geo-proximity-based DC recommendations
- Tunnel configuration wizard
- Improved visibility of traffic and events
Self service

Easy tunnel setups

- IPSec VPN with APIs
- Self-provisioning of IPs for GRE tunnel
- Geo-proximity-based DC recommendations
- Tunnel configuration wizard
- Improved visibility of traffic and events
Self service

Easy tunnel setups

- IPSec VPN with APIs
- Self-provisioning of IPs for GRE tunnel
- Geo-proximity-based DC recommendations
- Tunnel configuration wizard
- Improved visibility of traffic and events
System audit report

- Current deployment status
- Tunnel health check
- Recommended settings
- Policy optimizations
- Based on best practices
- Available in the admin portal
System audit report

- Current deployment status
- Tunnel health check
- Recommended settings
- Policy optimizations
- Based on best practices
- Available in the admin portal
System audit report

- Current deployment status
- Tunnel health check
- Recommended settings
- Policy optimizations
- Based on best practices
- Available in the admin portal
In-product support capabilities

- Quick ticket submission
In-product support capabilities

- Quick ticket submission
- Threat library access
In-product support capabilities

- Quick ticket submission
- Threat library access
- Troubleshooting tools
  - Proxy test
  - URL lookup for category
  - IP reputation check
  - Zscaler analyzer

TOOLS
- Proxy Test
- URL Lookup
- Blacklisted IP Check
- Zscaler Analyzer
In-product support capabilities

- Quick ticket submission
- Threat library access
- Troubleshooting tools
  - Proxy test
  - URL lookup for category
  - IP reputation check
  - Zscaler analyzer
- Contextual help
Tunnel insights

- Tunnel event logs
- View by Source IP, Destination VIP, Locations, VPN Credentials
- Filtering options
Tunnel insights

- Tunnel event logs
- View by Source IP, Destination VIP, Locations, VPN Credentials
- Filtering options
Tunnel insights

- Tunnel event logs
- View by Source IP, Destination VIP, Locations, VPN Credentials
- Filtering options
Tunnel insights

- Tunnel event logs
- View by Source IP, Destination VIP, Locations, VPN Credentials
- Filtering options
Revamped help portal

help.zscaler.com

How can we help you?

ZIA Help
- Getting Started
  - Step-by-Step Configuration Guide for ZIA
- First 90 Days
  - Zscaler Internet Access Bundles
  - Deployment Wizard
- Admin Portal
  - What is my cloud name?
  - Viewing Subscriptions

ZPA Help
- Getting Started
  - What is Zscaler Private Access?
  - Step-by-Step Configuration Guide for ZPA
- Admin Portal
  - About the ZPA Admin Portal
  - Searching on the ZPA Admin Portal
  - Using the Zcaler Help Browser
Welcome to the Zscaler Community!

Welcome to the Zscaler community.

The Cloud-First Architect
As applications move to the cloud and users become increasingly mobile, the old ways of operating networks and security appliances is less and less effective. You must take a new approach to architecture, policy, and design.

Products
The Products category is for public discussion of Zscaler products and solutions. This forum is monitored by Zscaler employees and is open to our customers and partners.

Knowledge Articles
This category contains knowledge base articles to help you quickly configure Zscaler settings or troubleshoot common setup issues. These articles are posted by our support team. If you have questions about an article please feel free to respond, otherwise please use one of the sub-categories under P...
Zscaler tools

Resources > Tools

Zscaler Tools
Keeping you secure inside the cloud and beyond.

Troubleshooting

Zscaler Analyzer
Use the Zscaler Analyzer app to continuously analyze the path between your location and the Zscaler Enforcement Node (ZEN), or to monitor the time it takes for your browser to load a web page.

ip.zscaler.com
Use this portal to verify whether your internet access is secured by Zscaler services. This portal also reflects Zscaler's Data Center to which the user is pointed.

Site Review - URL Lookup
Use the Sitereview portal to identify the URL category for a domain. You can also submit a request to change the categorization on this portal.
Trust portal for broad service communications
Training
Deployment Services
Deployment services – Remote packages

Included with product license
- Self-service documentation
- Get started guide

Health check
- All customers
- 3-day engagement with 90 days expiry
- Remote health check and best practices recommendations

Essential services
- 3-month engagement
- ZAPP traffic forwarding
- Production site rollout support
- 3 training credits

Advanced services
- 3-month engagement
- Project planning
- ZAPP/tunnel traffic forwarding
- Production site roll out support
- 4 training credits
# Deployment services – New onsite packages

<table>
<thead>
<tr>
<th>Enterprise</th>
<th>Enterprise Plus</th>
<th>Customer SOW</th>
</tr>
</thead>
<tbody>
<tr>
<td>6-month engagement</td>
<td>6-month engagement</td>
<td>Custom scope per customer requirements</td>
</tr>
<tr>
<td>Project planning</td>
<td>Project planning</td>
<td>Onsite visits with paid T&amp;E</td>
</tr>
<tr>
<td>One 3-day onsite visit</td>
<td>Two 3-day onsite visit</td>
<td></td>
</tr>
<tr>
<td>Advanced policy configuration</td>
<td>Full policies implementation</td>
<td></td>
</tr>
<tr>
<td>Production sites roll out</td>
<td>Production sites roll out</td>
<td></td>
</tr>
<tr>
<td>6 training credits + 6 lab credits</td>
<td>12 training credits + 12 lab credits</td>
<td></td>
</tr>
</tbody>
</table>
Example of a fast deployment

Fortune 500 company in general building material industry

• More than 50,000 employees
• 9.0 billion transactions processed
• 512.9 TB traffic bandwidth processed
• 254.2 million policy violations prevented
• 4.1 million security threats blocked

• PO on Jan 31, 2019
• Driven by replacing legacy systems contract expiry
• Less than 6 months for full deployment
• Tunnels and Zscaler App deployed with best practices
Support Services
Service-related customer ticket trends

Quarterly transactions

Tickets/billion transactions
Understanding Zscaler service issues

We operate as if every internet issue is a Zscaler problem.

We run a consumer survey that shows 75% of the internet issues are Zscaler problems, 18% are Zscaler problems, and 7% are not Zscaler problems.

Customer resolution of a Zscaler issue:
- Network config: 66.5%
- Software issue: 15.6%
- Desktop config: 7.9%
- Mobile config: 3.5%
- Transport/ISP issue: 2.3%
- SSL/certificate issue: 1.9%
- Internet peering issue: 1.6%
- Hardware issue: 0.5%
- DDoS attack: 0.2%

©2019 Zscaler, Inc. All rights reserved. ZSCALER CONFIDENTIAL INFORMATION
Global customer services

6 centers

14 languages

In-country resources
Global customer services

6 centers 14 languages In-country resources

Americas
- USA Toll Free: +1-800-953-3897
- Global Direct: +1-408-701-0534

EMEA
- UK: +44 20 3514 2748
- France: +33-1-7418-1777
- Germany: +49-2-21-8282-9199
- Netherlands: +31-3-0808-0255

Asia/Pacific
- Australia: +61-2-8417 2939
# Support packages and service levels

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Access 24 x 7 x 365</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone / Web Portal / Admin UI</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online Training, User Guides, Articles</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support Experience Level</td>
<td>Level 1 Engineer (Pool)</td>
<td>Level 2 Engineer (Pool)</td>
<td>TAM (Designated - business hours)</td>
</tr>
<tr>
<td>Escalation Window for Severity 1 issues</td>
<td>8x5 - Local Time</td>
<td>24x7</td>
<td>24x7</td>
</tr>
<tr>
<td>TAM Engagement</td>
<td></td>
<td></td>
<td>Weekly, Monthly, Quarterly</td>
</tr>
</tbody>
</table>

## SLA Goals

<table>
<thead>
<tr>
<th></th>
<th>P1 Response</th>
<th>P2 Response</th>
<th>P3 Response</th>
<th>P4 Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
<td>2 hrs</td>
<td>4 hrs</td>
<td>12 hrs</td>
<td>48 hrs</td>
</tr>
<tr>
<td>Premium</td>
<td>30 min</td>
<td>1 hr</td>
<td>3 hrs</td>
<td>4 hrs</td>
</tr>
<tr>
<td>Premium Plus</td>
<td>15 min</td>
<td>30 min</td>
<td>2 hrs</td>
<td>4 hrs</td>
</tr>
</tbody>
</table>
Premium support

Premium support benefits

• 24x7 support
• Faster response times
• Faster resolution by senior engineers
• Education & training

Premium Plus additional benefits

• Technical Account Manager engagement
• Weekly status and quarterly business reviews
• Upgrade assistance
New Services Experience
Executive insights app

- Exec summary
- Significant changes
- Notifications
- Curated content and news for execs
Executive insights app

- Exec summary
- Significant changes
- Notifications
- Curated content and news for execs
Executive insights app

- Exec summary
- Significant changes
- Notifications
- Curated content and news for execs
Executive insights app

- Exec summary
- Significant changes
- Notifications
- Curated content and news for execs
In an open forum with Zscaler employees, partners, and customers

Your knowledge and learn from experts in cloud security

The conversation at community.zscaler.com
Thank You

Contact me:

Sunil Wadhwa
SVP of Global Customer Services
swadhwa@zscaler.com