

EpicCyber Service Summary

Service Overview

EpicCyber, in partnership with Zscaler, has developed and now offers the ZIA & ZPA Advanced Deployment Service, designed for organizations with 5,000–10,000 users. ***With hands-on-keyboard service delivery***, this enhanced service provides advanced features, expanded policy configurations across the Zscaler console, and a dedicated project manager for seamless execution. It is optimized for specific customer use cases, including custom security policies, multifactor authentication (MFA), and identity access management (IAM) integration. With nearly a decade of Zscaler deployment experience and a strong managed services customer base, EpicCyber accelerates adoption, ensuring organizations maximize the benefits of their Zscaler investment.

Key Service Components

- **90 Day Deployment and Standardization**
Advanced deployment projects are designed to expedite the deployment process across organizations with large teams and user populations with advanced feature and functionality requirements. By optimizing project tasks from initiation through production, this service compresses the timeline to value, allowing customers to achieve operational readiness rapidly.
- **Optimized Task Execution**
EpicCyber's streamlined, hands-on-keyboard approach with a focus on user experience and organization-wide adoption strategies, include pilot testing and testing of key deployment milestones for success assurance.
- **Expert Guidance and Documentation**
Throughout the project, customers will benefit from best practice recommendations and receive comprehensive supporting documentation provided by the EpicCyber Services team. EpicCyber will document milestones, action items, critical deliverables, and the status of all meetings with an AI recorder, as well as transcription for future review as required.
- **Project Duration**
The service engagement term is 90 days, starting on the project kickoff date for this Deployment Essentials service with available service upgrades to allow for custom requirements and accelerated deployment timelines.

Customer Requirements & Scope

- **Customer Responsibility:**
 - Customer Designated, Primary Business Point of Contact (POC): A dedicated member of the customer team to coordinate meetings, team members, assign tasks, and action items. This is important to ensure the proper effort and continued engagement for success.
 - Customer Designated, Primary Technical POC: A dedicated member of the customer team with the appropriate technical knowledge as required to complete the Zscaler deployment without delays.

- **ZIA In-Scope Build Configurations**

- Baseline Template Policy
- Best Practice SSL Inspection Rules
- Client Connector Forwarding or PAC File Options
- IDP Integration (Entra, Okta, etc...)
- URL Filter Rules
- Tunnels
- Pilot Testing
- File Type Rules
- Cloud App DLP for internet file websites (Poor man's DLP)
- Basic Reporting Setup Assistance
- Tenancy Filtering (blocking personal onedrive but allow corporate onedrive)
- Posture Checking
- Adv Cloud Sandbox
- Advanced
- Custom DLP Engines and Policies (both Inline & Cloud API (CASB) DLP)
- SIPA
- NSS Setup (both On-prem and Cloud)
- Advanced DNS and Firewall Rules
- Cloud Browser Isolation
- Private Service Edge
- Smartphone/iPad Setup (managed by MDM)
- Cloud Connector
- Unmanaged DLP + Cloud Browser Isolation

- **ZIA Out-Of-Scope**

- See the Master Scope Matrix for details

- **ZPA In-Scope Build Configurations**

- IDP Integration
- Client Connector Forwarding
- Pilot Testing
- SIPA
- Cloud Log Streaming Setup
- Advanced
- Private Service Edge
- Browser Access
- Privilege Remote Access
- App Protection
- Cloud Browser Isolation
- Nano Log Streaming Service (on-prem collector)
- Disaster Recovery / Resiliency

- **ZPA Out-Of-Scope**

- See the Master Scope Matrix for details

EpicCyber Operational Success Services

- **Zscaler Deployment Extension:**

Every customer is unique and we offer flexibility for additional services to address requirements after the deployment engagement term.

- Access to these additional services are economically priced as month-to-month or as annual contracts paid monthly.
- These services will be quoted upon request through your EpicCyber Reseller or as an optional line item in the original quote.
- This offering will extend the ongoing access to your EpicCyber specialized Zscaler personnel team.

- **EpicCyber Managed Services:**

- Upon completion, additional ongoing services, economically priced, are available in options that include month-to-month or to match the term of the Zscaler software subscription.

Benefits of the EpicCyber Success Services

In today's world, skilled Zscaler professionals are in high demand and expensive. The EpicCyber Services Offering is the most economical, most reliable alternative available in easily consumable bundles from full-time to on-demand.

- **On-Demand Engagement:**

EpicCyber provides as-needed post-deployment services in one-month intervals to efficiently and economically address any operational concerns and make configuration changes aligned with best practices when needed.

- **Managed Service Subscription:**

EpicCyber Managed Services are the most cost-effective, reliable, and always-on Zscaler experience, delivered by the top industry experts to safeguard your business.