

EpicCyber Service Summary

Service Overview

EpicCyber has partnered with Zscaler to enhance the Zscaler Quick Start Deployment with ***hands-on-keyboard service delivery***, ensuring a seamless and efficient setup for organizations of up to 200 users relying on SaaS applications. Our ZIA Quick Start Service goes beyond basic deployment by optimizing for specific customer use cases, custom security policies, multifactor authentication (MFA), and identity access management (IAM) integration. Backed by nearly a decade of Zscaler experience, EpicCyber accelerates ZIA adoption to maximize your Zscaler investment.

Key Service Components

- **Accelerated Deployment and Standardization**
Quick Start projects are designed to expedite the deployment process while promoting consistency in customer implementation plans. By optimizing project tasks from initiation through production, this service minimizes time 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 45 days, starting on the project kickoff date.

Eligibility and Scope Limitations

- EpicCyber's ZIA Quick Start service has a predefined scope, designed for accelerated deployment where customer requirements align with Zscaler's Quick Start criteria. To be eligible for this service, the following conditions must be met:
 - New ZIA deployment
 - Commitment to deploy to production users within 45 days
 - 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
 - IDP Integration
 - URL Filter Rules
 - Pilot Testing
- **Out-Of-Scope**
 - All Advanced Deployment Options
 - ZPA deployment
 - 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 45 day Quick Start Deployment.

 - 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.