

RedTail Consulting

RedTail Zscaler Premium Support

Service Definition – One Page Overview

Service overview

RedTail Zscaler Premium Support provides ongoing technical support and advisory services for Zscaler Internet Access (ZIA), Zscaler Private Access (ZPA), or both. The service enables customers to operate and maintain their Zscaler environment while retaining operational control.

Scope of service

The service includes incident triage, troubleshooting, configuration guidance, release advisory, and coordination with Zscaler Support for vendor escalation where required.

Onboarding and offboarding

Onboarding establishes support access, escalation routes, and service processes. Offboarding includes controlled access removal and service handover aligned to customer requirements.

Service levels

Support response times and coverage are agreed during onboarding and aligned to customer needs and Zscaler SaaS service commitments.

Resilience and continuity

Platform-level resilience, backup, and disaster recovery are provided by Zscaler's cloud-native SaaS platform in line with published business continuity arrangements.

Security and governance

Security is enforced through Zscaler platform controls and RedTail's operational support processes, including access control and incident management.

Pricing

Pricing is based on an annual support fee and is dependent on products in scope, user volumes, and environment complexity.