

RedTail Consulting

# RedTail Zscaler Standard Deployment

Service Definition – One Page Overview

## Service overview

RedTail Zscaler Standard Deployment is a fixed-scope implementation service for deploying a single Zscaler product, either Zscaler Internet Access (ZIA) or Zscaler Private Access (ZPA). The service provides a structured and repeatable approach to initial platform enablement.

## Scope of service

The service includes standard tenant configuration, baseline security policy setup, initial user or application onboarding, validation testing, and knowledge transfer to customer teams.

## Onboarding and offboarding

Deployment onboarding establishes access, configuration standards, and implementation assumptions. Offboarding includes handover documentation and completion sign-off.

## Service constraints

Standard Deployment is delivered as a fixed-scope engagement covering a single Zscaler product with standard policies. Bespoke or complex policy requirements are excluded.

## Resilience and continuity

Platform resilience, availability, and disaster recovery are provided by the Zscaler SaaS platform in line with Zscaler's published business continuity arrangements.

## Security and governance

Security controls are implemented using Zscaler platform capabilities and delivered in line with RedTail's secure delivery and change management practices.

## Pricing

The service is provided at a fixed price per deployment, confirmed prior to commencement.