

Support Services: A Part of the Solution Assurance Services Framework

“Our Technical Account Manager has provided truly exceptional service and attention. The service is a valuable part of our partnership with Palo Alto Networks.”

Rick Randall

Data Access Engineer II

Integra Telecom

Maintaining your environment for network security is a mission critical job. When an issue arises, rest assured that your staff has access to technical support that they need from Palo Alto Networks® the network security company™. Prompt, reliable support by knowledgeable professionals is available to keep your business protected. As an industry leader, we understand our responsibilities to your success and deliver a comprehensive set of support services to address your needs.

At Palo Alto Networks our world-class Customer Support Organization is integral to helping our customers maximize functionality, reliability, and availability in order and achieve overall success and satisfaction.

With business critical customer support options, 24x7 availability, and a global network of support centers and parts replacement depots, enterprises of all locations, size, and complexity rely on Palo Alto Networks Customer Support for prompt and dependable assistance, when in need.

CUSTOMER SUPPORT SERVICES OVERVIEW

Palo Alto Networks offers several Customer Support and Maintenance options to meet the unique needs of your business. These are:

- Standard Customer Support and Maintenance
- Premium Customer Support and Maintenance
- Business Critical Options
 - 4 Hour RMA (US Only)
 - On-Site Spare Hardware
- Technical Account Management

Whichever support and maintenance plan your company chooses, you will experience our commitment to deliver customer service. Minimize business disruption, maximize protection, and increase the value of your investment with the appropriate level of customer support that your organization needs.

Standard Customer Support and Maintenance

Standard customer support and maintenance provides customers with baseline services for maintaining the next-generation firewall. This option includes the following features:

- **New Releases, Product Updates, and Patches:** Provides the latest product innovations and bug fixes.
- **Updated Threat Databases:** App-ID, URL, vulnerability, and GlobalProtect gateway updates are available for automatic or manual download to your firewalls.

- **Online Customer Support Portal:** A feature rich platform providing access to product documentation, problem resolution databases, peer-to-peer social interaction, and customer support case management.
- **Business Hour Assisted Support:** Get access to support engineers for help during normal business hours.
- **Hardware Return then Replace Coverage:** In the event of hardware failure, return the failed equipment and receive a replacement.

Premium Customer Support and Maintenance

Organizations choose premium customer support and maintenance for faster assistance and increased support engineer availability for the most critical issues. This option includes the following features:

- **All Elements of Standard Customer Support and Maintenance are included with this option**
- **24x7 Access to Technical Assistance Centers:** Support engineers are available to assist with issues around the clock.
- **Priority Response to Support Inquiries:** Whether submitted by phone or online, premium support customers receive priority access to available customer support engineers.
- **Next Business Day Ship Parts and Hardware Replacement:** Provides fast turnaround for hardware replacement. For an additional fee, RMA and Hardware Replacement services can be upgraded to 4 Hour Ship, or On Site Spares for immediate replacement of failed hardware.
- **Technical Account Management (Optional):** Subscription-based extension of the Premium Support program that provides dedicated customer advocacy for enterprises with unique or complex support requirements. The technical account manager will be familiar with the customer's specific implementation, acting as a bi-directional communications conduit between Palo Alto Networks and the customer.
- **4 Hour RMA (Optional, for US Customers only):** Provides an optional service for rapid turnaround for RMAs.

No matter the size, complexity, or risk profile of your enterprise, Palo Alto Networks has options for support and maintenance suitable for your needs and budget. Whichever support and maintenance plan your company chooses, you will experience the benefit of our customer-focused service culture. We can help you maximize functionality, reliability, and availability in order and achieve overall success and satisfaction with the Palo Alto Networks next-generation firewalls.

About Solution Assurance Services by Palo Alto Networks

Support services are an important part of the Palo Alto Networks Solution Assurance Services framework for deploying and maintaining the next-generation firewall.

Solution Assurance Services is a program to help our customers get maximum protection and value out of their investment—from the very beginning of their project. By providing the right combination of consulting, training programs, and support services, along with tools and best practices expertise, Solution Assurance Services help organizations optimize every phase of firewall implementation, from pre-installation all the way into production.

Save time, reduce risk, and maximize value with Solution Assurance Services. Achieve the full potential with your next-generation firewall solution. Deploy, manage, and optimize your network security project with Solution Assurance Services.