

Palo Alto Networks Resident Engineer

In order to stay on top of today's network security challenges, you need more than just the right products. You also need a great team. Security does not exist in a steady state, and engineers need to process new requirements to prioritize and execute a plan of action. Security professionals need to address a broad spectrum of business goals, ranging from strategic planning for future needs to keeping the business safe against existing and emerging threats. When a situation arises, sometimes a successful outcome comes down to having the right talent.

Even though recruiting and retaining staff is vital to the security of your company, it can sometimes be difficult and time consuming to find people with the right skills in the geography that you need to cover. That's why Palo Alto Networks™ offers the Resident Engineer Program, which provides customers with on-site product experts to aid your team.

A resident engineer can help you maximize the value out of your investment in the next-generation firewall. That's because as an on-site member of your security team, a resident engineer is uniquely qualified to advise how to use the next-generation firewall inside your organization. By understanding your business needs from the inside out, a resident engineer can help match requirements with solutions.

All resident engineers have professional backgrounds in security with domain expertise in solution design and deployment. A resident engineer from Palo Alto Networks or an authorized partner undergoes extensive product training and certification on the next-generation firewall. In addition, as the go-to person for all issues related to the firewall, resident engineers maintain close ties to the Palo Alto Networks product management and support teams so that answers are always close at hand.

Get the staffing that you need by taking advantage of the Palo Alto Networks Resident Engineer Program. Find out how you can get the expertise that you need without the headcount or hiring headaches. With a resident engineer on your team, you'll get highly trained personnel that will help you get the most out of the Palo Alto Networks next generation firewall.

PROFESSIONAL SERVICES

The Resident Engineer Program is one of several ways that Palo Alto Networks helps companies deploy and use the next-generation firewall. Contact your Palo Alto Networks sales representative to learn more about the full range of support, education and professional service offerings that are available.

- **Support Services:** A combination of direct, anytime access (24x7x365) to product experts, a robust online community, and personalized customer care to address any issue that may arise.
- **Education:** Classroom training performed by professional trainers using a combination of lecture, demonstration, and hands-on labs ensures an efficient transfer of critical product knowledge to your staff, so they can effectively support the Palo Alto Networks next-generation firewall deployment.
- **Professional Services:** A dedicated team of security professionals can smooth the transition to Palo Alto Networks with an array of services that includes deployment planning, installation assistance, and policy migration.

The Customer Services team is committed to helping you achieve the most from your Palo Alto Networks next-generation firewall deployment while improving your ROI, reducing your administration obstacles, and ensuring that your firewall and network are up and running 100% of the time.

Engineer Responsibility	Tasks
Advise	<ul style="list-style-type: none"> • Serve as the customer's go-to resource for all matters related to the Palo Alto next-generation firewall. • Deliver best practices guidance for managing Palo Alto Networks firewalls. • Assist in identifying customer-specific requirements and provide solutions. • Answer questions about the product capabilities, features and configuration.
Plan	<ul style="list-style-type: none"> • Assist customer team with the design and placement of Palo Alto Networks devices. • Evaluate deployment scenarios both locally and globally. • Help with proof of concept and new feature evaluation in customer's lab. • Assist with technology integration questions.
Migrate	<ul style="list-style-type: none"> • Plan migration tasks. • Analyze existing rules and objects. • Optimize and migrate policies and objects from existing environment to Palo Alto Networks firewalls. • Test and validate migration environment. • Coordinate and execute cutover to production.
Maintain	<ul style="list-style-type: none"> • Work with security teams to provide ongoing firewall management recommendations. • Facilitate development of new application and threat signatures. • Provide ongoing support for customized tools and scripts developed by professional services. • Help customer with managing licenses. • Work with customer to request new features. • Facilitate discussions between customer and product management to review roadmaps.
Troubleshoot	<ul style="list-style-type: none"> • Take point on escalation issues. • Work with support to troubleshoot product issues.
Train	<ul style="list-style-type: none"> • Provide on-site assistance for knowledge transfer with operational personnel. • Train customer how to access support, knowledge base, and other available services.