Customer Services Overview

Palo Alto Networks next-generation firewalls are helping customers around the world regain visibility and control of the applications, users, and content traversing their networks. With the understanding that the firewall is the most strategic component of the security infrastructure and that it requires continuous, non-stop operation, Palo Alto Networks provides customers and partners with an array of Customer Service offerings to help you manage your Palo Alto Networks next-generation firewall deployments in a manner that is most effective for you and your security team.

The three components of the Palo Alto Networks customer services are:

- **Support services:** a combination of direct, anytime access (24x7x365) to product experts, a robust online community, and personalized customer care ensures that any issue that may arise is quickly addressed.

- **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 most effectively support the Palo Alto Networks next-generation firewall deployment.

- **Professional services:** a dedicated team of security professionals can help 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.

"As a service provider, our network must be up and running 100% of the time. Whenever an issue arises, the support team has helped us resolve it quickly and efficiently. It's an incredible strength of Palo Alto Networks."

Doug Bird
Vice President
IT Operations & Security
Cricket Cellular

paloalto NETWORKS

the network security company™

SUPPORT PROGRAMS

Two support programs (Premium and Standard) are available to help you address day-to-day challenges in a manner that is most effective for you and your security team. Using phone, web, and a community forum, our team of level-3 engineers is dedicated to the singular purpose of ensuring that your Palo Alto Networks next-generation firewall is protecting your network. Key elements of the two support programs are listed below.

"We have deployed Palo Alto Networks firewalls globally and their support team is one of the best I have ever worked with—they know the product, they quickly understand the issues and can address them--in an equally expeditious manner."

George Morse
Senior Network Analyst
Nordson Corporation

- **Direct access to product experts (level-3 engineers):** Interact with a support engineer who can quickly understand your unique challenges and can bring them to resolution as quickly as possible.

- **Case management:** Submit, update, check status, and manage support cases on all of your supported Palo Alto Networks products.

- **Documentation and FAQs:** Access product manuals, technical guides, software release notes, and frequently asked questions (FAQs) to streamline deployments.

- **Subscription services updates:** To ensure your Palo Alto Networks device is kept up-to-date, devices can pull App-ID, URL database, and threat updates directly from the update servers, or they can be manually downloaded using the support portal.

- **Software fixes and feature releases:** Stay current with the latest feature updates and software fixes.

- **Hardware support:** Each support program provides you with a hardware replacement service option to best suit your needs.

  - **Premium Same-day:** provides same-day 4 hour hardware replacement delivery for defective Palo Alto Networks devices and/or parts (requires pre-approval of geographic locations to qualify for this service level).

  - **Premium Next-Business Day:** next-business day shipment of the replacement device or part.

  - **Standard Return to Depot:** the defective device or part is shipped back to the local depot for repair or replacement.

Support Program Summary

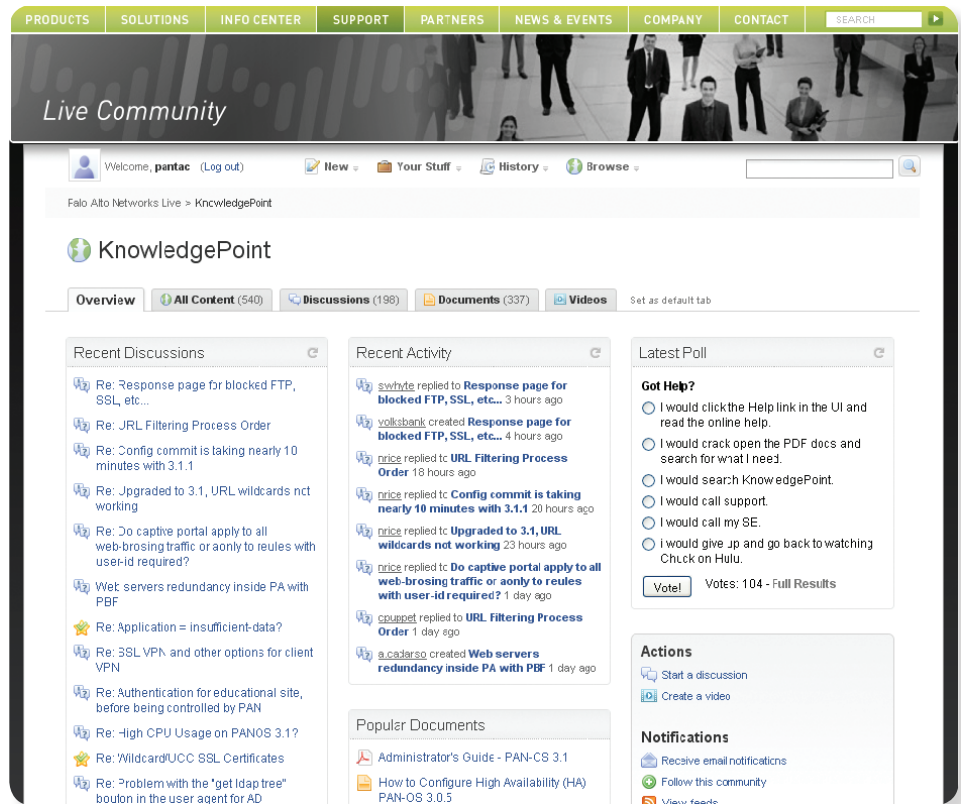| SUPPORT ELEMENT	PREMIUM SUPPORT 4 HOUR	PREMIUM SUPPORT	STANDARD SUPPORT
Office Hours Availability	24x7 (Severity 1)	24x7 (Severity 1)	7am - 6pm PT
4 Hour Hardware Replacement	Yes	N/A	N/A
Advance Replacement Service: Next Business Day Ship	N/A	Yes	No
Return and Repair	N/A	No	Yes
Call Response Times			
Severity 1 - Critical	< 1 hour	< 1 hour	< 1 hour
Severity 2 – High	2 Business Hours	2 Business Hours	2 Business Hours
Severity 3 – Medium	4 Business Hours	4 Business Hours	4 Business Hours
Severity 4 – Low	8 Business Hours	8 Business Hours	8 Business Hours

KnowledgePoint Community

An integral component of the Palo Alto Networks support program, KnowledgePoint enables customers and channel partners worldwide to pose questions, contribute answers, suggest solutions to problems, and exchange information on Palo Alto Networks products in an interactive, community-based forum. KnowledgePoint brings together the collective experience of a worldwide network of Palo Alto Networks next-generation firewall experts including customers, partners, trained SEs, and the Palo Alto Networks support team to provide you with the information you need in a timely and efficient manner. KnowledgePoint visitors can participate in the following activities:

- **Join a community focused on a topic of interest:** Community members – including customers, channel partners, and SEs – all participate in a dialogue to gain greater understanding of important topics.

- **Start a discussion thread to broaden your perspective:** Pose a thought, comment, or question, and watch as other members jump in to provide wide-ranging viewpoints to assist you.

- **Access a rich database of practical content:** Search on a keyword or term and get one-click access to a breadth and depth of relevant information and discussion topics to help you address issues on the spot.

- **Use the Tag list to browse popular topics:** Continuously updated, the Tag list shows you which topics are generating the most buzz in the KnowledgePoint community.

To ensure you are gaining the maximum value for your IT organization and for your business, bookmark the KnowledgePoint site and become an active participant in the community.

"KnowledgePoint has provided the answer to nearly every issue we have faced—it's easy to find things and the answers are to the point."

Jon James
Delivery Manager
Integrated and Managed Security Services
TELUS Security Solutions

KnowledgePoint leverages the collective experience of users, partners and engineers to help address the day-to-day challenges that may arise.

Technical Account Management

The Palo Alto Networks Technical Account Management (TAM) program is an 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. Key elements of the TAM program include:

- **Technical account manager:** Provides a business focused aspect for customer support services and is familiar with the customer's environment, business objectives, deployment plans and coordinates all aspects of the customer interaction.

- **Support case activity management:** Manages all support case activity, tracks status and provides progress reports as needed to the customer.

- **Upgrade and release planning:** Proactive recommendations for software upgrades and releases.

- **Information conduit:** Proactively acts as an information conduit that includes technical tips, best practices, white papers, and other sources of applicable information.

- **Account management calls:** These meetings will be held as frequently as needed to make sure that progress is being made towards the defined goals and objectives of the customer.

- **Annual on-site reviews:** Annually review previously defined goals and objective and determine which projects and program elements are of the highest priority for the upcoming year.

The TAM program is an ideal solution to those customers who have unique or complex environments and need an extra level of service and assistance.

Technical Account Manager Summary

KEY FEATURES AND SERVICES	PREMIUM TAM PROGRAM
Technical Account Manager	Yes
Management of all support case activity	Active
Management of all feature request activity	Yes
Account management calls	Weekly
Proactive upgrade and release planning	Yes
On-site annual reviews	Yes
Information conduit	Yes

Note: The TAM program is a subscription-based extension of the Premium Support programs.

Onsite Spares

The Palo Alto Networks onsite spares program is an optional extension of the Premium Support program that provides customers with another level of reliability that complements the active/passive high availability and next-day hardware replacement. The onsite spare is the same platform model as the production unit, but without any software (threat prevention, URL filtering) or support licensing. If a critical failure occurs, your existing licenses are transferred to the onsite spare, allowing your team to quickly restore traffic by replacing the disabled down firewall with the onsite spare. Once traffic is restored, the cause of the problem in the failed device can be determined and addressed with the support team without impacting the business.

PROFESSIONAL SERVICES

Palo Alto Networks Professional Services provides on-location, hands-on experts (Palo Alto Networks staff or authorized partners) that plan, design, and deploy effective security solutions tailored to your specific requirements. Highly trained and experienced professionals can help you assess your security environment, identify vulnerabilities, and recommend a comprehensive solution. They can quickly and reliably get your security solution up and running by installing, configuring, integrating, and verifying your Palo Alto Networks security solution. The Palo Alto Networks Professional Services team works with authorized partners to provide the following services:

- **Application Traffic Assessment:** Using a Palo Alto Networks firewall, our team of services professionals can provide you with an assessment of the application traffic traversing your network. Assessment services can include a basic engagement that summarizes the application traffic along with the associated business and security risks. Advanced engagements can look more closely at specific usage patterns (e.g., file sharing, streaming media, applications in use on non-standard ports, etc.).

- **Design and Planning:** When you build a new or redesign an existing security infrastructure, Palo Alto Networks consultants analyze your environment and provide design and architectural guidance and detailed migration and specifications for your deployment.

- **Expert Configuration:** The Palo Alto Networks consultants will work with your team to understand specific threats, security, and availability requirements and then fine-tune the customers' configuration to most effectively use the unique Palo Alto Networks technology. This can include high availability configuration, virtual systems configuration, and security policy configuration. We actively work with you and your staff to ensure knowledge transfer throughout the entire process.

- **Firewall Migration:** The Palo Alto Networks expert consultants work with you and your staff to provide a seamless migration from legacy firewall technologies to PAN-OS. We follow a proven methodology to analyze the current infrastructure and use leading edge tools to help efficiently and effectively migrate to a PAN-OS configuration.

"Firewall migration is never an easy task. With the migration tools and assistance that the professional services and support teams provided, the task was achieved in a matter of weeks rather than months."

Bradley D. Jensen
Manager, Information Security
One Network Enterprises, Inc.

EDUCATION

Classroom style training that is delivered by Palo Alto Networks training staff or authorized training partners helps ensure a smooth transfer of knowledge to your security team to ensure that they can most effectively support your Palo Alto Networks next-generation firewall deployment.

"The trainer did an outstanding job covering all areas important to us and sharing some excellent best practices and tips learned over the years. We feel very prepared for our deployment after attending this session."

Frank Horn
Manager, IT Security
STOF Gaming

Successful completion of the two-day instructor-led Firewall Installation, Configuration and Management course will enable the attendee to install, configure, manage, and perform basic troubleshooting on the entire line of Palo Alto Networks next-generation firewalls. The combination of lecture, how-to demonstrations, and hands-on lab will give students an in-depth understanding of how App-ID™, User-ID and Content-ID can enable policy-based visibility and control over applications, users and content.

Students will be introduced to deployment scenarios and the configuration steps for the networking, security, threat prevention, reporting, and logging features. Additional subjects include SSL decryption, Captive Portal, IPSec, and SSL VPNs. Visit http://education. paloaltonetworks.com for a detailed agenda and schedule of classes near you.

Palo Alto Networks ACE (Accredited Configuration Engineer)

The successful completion of the Firewall Installation, Configuration and Management class and exam signifies that the student has achieved the title of Palo Alto Networks Accredited Configuration Engineer (ACE). This achievement indicates that the student has an in-depth understanding of how to install, configure, and maintain a Palo Alto Networks next-generation firewall.

accredited configuration engineer

Advanced Troubleshooting

Students that have completed the two day Firewall Installation, Configuration and Management class can participate in the Advanced Troubleshooting course. This one day course emphasizes lab work to teach participants troubleshooting techniques and scenarios for the Palo Alto Networks next-generation firewalls. A detailed agenda can be found at http://education.paloaltonetworks.com.

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