



PALO ALTO CASE STUDY

STEVE HODNETT

HEAD OF NETWORKING EUROPE



INCREASE REVENUE AND CUSTOMER VALUE WITH
EXCLUSIVE NETWORKS PROFESSIONAL & SUPPORT SERVICES

Exclusive Networks

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PALO ALTO NETWORKS COURSE

At Exclusive Networks, we're always keen to hear about how our training can help individuals to make the most of their security solutions and to change their businesses for the better.

So, we spoke to Steve Hodnett - Head of Networking Europe, Steve has 20 years of experience in the IT industry and now works for a global manufacturer of farming equipment that serves over 15,000 users. His company started using Palo Alto Networks after a series of security issues and is currently extending the technology over its global network.

Steve has recently completed many of our Palo Alto training course. We asked him why he decided to look for the training, what made him choose this course, and how he thinks it's helped his company.

THE BUSINESS CHALLENGE

Steve works for an international manufacturer with a global network of customers. Most of his company's management, however, is based in the US, which is where the business configures and manages all its power outages, recovery, and backup systems globally. All technical issues are reported to, and resolved by, US based engineers - no matter where they start.

That was a problem for Steve. He realised that directing any technical issues to the US team, no matter where the issue occurs, was costly and ineffective. It meant that the company's international sites could only access support on a US time zone and at great expense, with 130 nodes around the world and up to 2,000 users per site that could have a huge impact on the bottom line.



"When I joined the company, every serious outage in our time zone had to be resolved by the US. That could take hours and cost the company thousands of dollars, due to loss of work"

THE SOLUTION

Steve decided to speak to the senior members of his team. He suggested that it would be more cost-effective for his company to develop the skill set of its in-house UK employees than to continue using the US. His colleagues agreed, and asked Steve to develop his own knowledge of the Palo Alto system.

From there, Steve began to look for training. Even though he was an avid Youtube tutorial viewer, he wanted to join a course just like the many Microsoft, F5, and Cisco ones he had done before. He knew he wanted to ask his own questions based on real and relevant issues - he needed an expert-level instructor.

That's why Steve came to us. His IT partner found our EDU210, EDU220, EDU330 and the EDU214 courses, showed it to Steve, and booked him on.



"I realised there was a way to improve how our company operated in the UK...and it all started with training."

THE IMPACT

Steve's training has massively improved his skill-set. He can now login to, backup, and restore the Palo system if there is a failure. This means that he is confident he can support the UK data center without always needing to outsource issues to US engineers.

For Steve's company, the potential benefits are obvious too. Its UK base can reduce the cost of paying for third party technical help and can manage and resolve system issues in their own time zone, resulting in minimised downtime and the associated revenue loss, as well as building customer satisfaction.



"If you want quality training, you have to go for the best. In the case of my company, the cost of the course has already been repaid in the savings made."

Steve says:

"I'd definitely recommend this training course. Julian was an excellent teacher, and the course matter was relevant, directly applicable, and taught at the right pace. I thought the staff were fantastic, and I even had lunch made to order! The location is also great - there's ample parking and you get to avoid London prices. For anyone considering doing a training course: just go for it! I've completed four Palo Alto courses with Exclusive Networks now and would certainly think about doing so again."





For more information about Exclusive Networks Professional & Support Services, please email

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