



Exclusive Networks' Technical Services helps you harness the power of your next-gen security solutions.

Our partnership stems back to 2008, enabling transformation by maximizing the power of our customers' new and existing Palo Alto Networks investments and ensuring best possible security outcomes.



Exclusive Networks Value

From presales, to professional services and training, to support and managed services, our highly accredited experts offer a comprehensive end-to-end services portfolio.

Professional Services

Our Palo Alto Networks Deployment Services enable you to rapidly scale your own services, covering every step of the deployment life-cycle. With an experienced team operating in over 150 countries, we ensure seamless, end-to-end service delivery.

Complex Migrations & Integrations
Seamlessly transition to Palo Alto Networks technology or integrate solutions into complex network environments without the risk of outages.

Panorama Migrations
Efficiently migrate Palo Alto Networks' First Generation Firewalls into Panorama and optimize configurations.

Public Cloud Deployments
Leverage our expertise in deploying VM-Series Firewalls across Azure, AWS, and Google Cloud, including automation.

Custom Scripting
Our team develops bespoke scripts to address unique challenges, automating tasks for smooth and efficient deployments, migrations, and operations.

Quick Start Services and Deployment Services
We cover end-to-end steps of the deployment lifecycle through an experienced team.

Pre-staging ▶ Project Management, Logistics & Compliance ▶ Installation ▶ Onsite/Remote Configuration ▶ Testing, Handover & Sign-off



Premium Support 24/7

Our Palo Alto Networks Authorized Support Centres (ASC) across EMEA & APAC provide comprehensive 1st and 2nd line support for Palo Alto Networks. This service offers customers peace of mind for their investment by delivering the same SLA as direct vendor support but at a more affordable cost and with faster response times.

Exclusive Networks' Premium Support offers 24/7 technical assistance with up to a 4-hour Return Material Authorization (RMA). This service supports Palo Alto Networks Next-Generation Firewalls, Prisma Access, and Cortex XDR.

Our Authorized Support Centres are staffed by certified Palo Alto Networks engineers based in Europe, enabling us to resolve more than 80% of cases directly. For issues that require further escalation, we liaise with Palo Alto Networks to ensure the best possible outcome for your customer.

Managed SOC as a Service

Exclusive Networks' Managed SOC as a Service offers a zero-risk, zero-investment solution for Palo Alto Networks partners to become MSSPs or expand their MSSP capabilities. This enables them to quickly generate additional recurring Managed Security Service revenue.

✓ Secure Portal	✓ 24/7 Monitoring & Incident Response	✓ 24/7 Email & Phone Support	✓ Risk Assessment on Changes
✓ Compliance Reporting	✓ Automatic Daily Backups of Configurations	✓ Service Delivery Management	✓ Threat Analysis & Correlation

And much more...

Training

Best Practices & Real-Life Experience: Our instructors are seasoned security consultants who bring years of in-field experience into the classroom.

Video Recordings: To enhance retention, we record all instructor-led sessions. This allows participants to review the material at their own pace, improving understanding and recall.

Dedicated Lab Access for 3 Months: Each participant receives dedicated lab access, not only during the course but for an additional three months, ensuring continued hands-on practice.

STRATA Firewall Courses

- Firewall: Configuration and Management (EDU-210)
- Panorama: Managing Firewalls at Scale (EDU-220)
- Firewall: Troubleshooting (EDU-330)
- Firewall Security Best Practices and Threat Prevention (EDU-214)

Prisma SASE

- Prisma Access SASE Security: Design and Operation (EDU-318)
- Prisma SD-WAN: Design and Operation (EDU-238)

Cortex

- Cortex XDR: Prevention and Deployment (EDU-260)
- Cortex XDR: Investigation and Response (EDU-262)
- Cortex XSOAR: Automation and Orchestration (EDU-380)
- Cortex XSIAM: Security Operations and Automation (EDU-270)

Check out our schedule of guaranteed classes

	Professional Services	Training	Support	Managed SOC as a Service
 STRATA™	✓	✓	✓	✓
 PRISMA™ ACCESS <small>BY PALO ALTO NETWORKS</small>	✓	✓	✓	✓
 PRISMA™ SD-WAN <small>BY PALO ALTO NETWORKS</small>	✓	✓	✓	✓
 PRISMA™ CLOUD <small>BY PALO ALTO NETWORKS</small>	✓	✗	✓	✓
 CORTEX™ XDR <small>BY PALO ALTO NETWORKS</small>	✓	✓	✓	✓
 CORTEX™ XSOAR <small>BY PALO ALTO NETWORKS</small>	✓	✓	✗	✓
 CORTEX™ XSIAM™	✓	✓	✗	✗

Please contact your local sales representative for more details.