

Palo Alto Networks Authorised Support Centres (ASCs) & Exclusive Networks Premium Support

Our Palo Alto Networks Authorised Support Centres (ASCs) across EMEA, DACH, and APAC, provide a 1st and 2nd line support offering for Palo Alto Networks: Exclusive Networks Premium Support.

This gives end customers peace of mind for their Palo Alto Networks investment as it's delivered to the same SLAs but at a more affordable cost with faster response times than direct from the vendor.

Exclusive Networks Premium Support is a 24x7 technical support offering with up to 4hr Return Material Authorisation (RMA). The service currently covers Palo Alto Networks Next-Generation Firewalls, Prisma Access, and Cortex XDR.

Our Authorised Support Centres are staffed with certified Palo Alto Networks engineers, which means in more than 80% of cases our team will find the solution themselves. Where this is not possible, as a Palo Alto Networks Authorised Support Partner, we will escalate your customer's case to Palo Alto Networks.

Additional Benefits of Exclusive Networks Premium Support for Palo Alto Networks

- Immediate 24x7 access to Exclusive Networks Support Engineers – we answer calls within 15 seconds.
- Palo Alto Networks case escalation – save your customers time and hassle. We continue to manage the case after escalation to Palo Alto Networks support.
- Our unique relationship with Palo Alto Networks – this enables us to expedite queries and cases to the right contact at the right time.
- Broad cybersecurity expertise – our team works across multi-vendor environments every day, which helps us to pinpoint issues quicker when troubleshooting.
- Track-record of effective case resolution – less than 20% of our cases are escalated to Palo Alto Networks.
- Like for like service SLAs at a more affordable cost – we deliver the same SLAs as Palo Alto Networks, as outlined below.

Exclusive Networks Premium Support SLA Summary

Telephone Support

24x7x365

Severity 1: Critical

- > Product is down, and customer production environment is critically affected. No workaround available yet.
- > **Call Response Time:** <1 hour
- > **Target Follow Up Time:** Every 4 hours until resolved or a workaround is in place.

Severity 2: High

- > Product is impaired, and customer production is up but impacted. No workaround available yet.
- > **Call Response Time:** <4 hours
- > **Target Follow Up Time:** Every business day until resolved or a workaround is in place.

Severity 3: Medium

- > A product function has failed; customer production is not affected. Support team is aware of the issue, and a workaround is available.
- > **Call Response Time:** <8 business hours
- > **Target Follow Up Time:** Every 3 business days until resolved.

Severity 4: Low

- > Non-critical issue. Does not impact customer business. Feature, information, documentation, how-to and enhancement requests from customer.
- > **Call Response Time:** <16 business hours
- > **Target Follow Up Time:** Once per business week until resolved.

RMA (Next Business Day included, 4-Hour service optional).

Learn More

To find out more about Exclusive Networks' Premium Support Service for Palo Alto Networks, **get in touch** with us today.

About Exclusive Networks

We're a global, trusted cybersecurity specialist for digital infrastructure, helping to drive the transition to a totally trusted digital future for all people and organisations.

With offices in 46 countries and the ability to service customers in over 170 countries across five continents, our unique 'local sale, global scale' operating model combines the extreme focus and familiarity of local independents with the scale and service delivery of a single worldwide cybersecurity powerhouse.

This approach means customers can capitalise early on rapidly evolving cybersecurity technologies and transformative business models, and offers them greater opportunity, relevance, and value.

For more information visit www.exclusive-networks.com