

FOCUSED SERVICES

We stay focused. You stay ahead.

Businesses today face an evolving array of increasingly sophisticated cyberthreats. Fundamental shifts in the threat landscape necessitate not just detection but prevention of known and unknown threats. Your business needs a proactive approach to securing your network, endpoints and clouds, enabled by a team of customer advocates and security experts.

Palo Alto Networks® Focused Services provides the most comprehensive, personalized support services to protect your digital way of life so you can stay focused on your business.

Focused Services for Personalized Guidance

Focused Services provides personalized support through a designated customer advocate. With this level of service, you're assigned a services account manager who will provide tailored support, including weekly reviews, root cause analysis for critical issues, release review and upgrade planning, and a quarterly business review.

The services account manager will be familiar with your Security Operating Platform deployment and business priorities to proactively drive best practice behavior and continuously help improve your security posture.

Benefits

- Tailored support
- Proactive insights from experts
- Continuous best practice engagement

Tailored Support

Services Account Manager

A designated resource who is familiar with your business objectives and strategic use cases will be assigned to manage and prioritize technical support activities.

Root Cause Analysis

For critical issues, root cause analysis will be delivered on request.

Personalized guidance

A tailored support experience to get the most out of your Security Operating Platform

Prioritized Case Handling

Coordinated access to resources will ensure fast access to security experts, improve case resolution and accelerate turnaround times.

Proactive Insights

Personalized Alerts and Notifications

Palo Alto Networks security experts constantly focus on detecting new threats and sharing information with our customers. As a Focused Services customer, you'll receive personalized notifications based on severity when the alerts are relevant to your environment and strategic use cases.

Release Review and Planning

Your services account manager will conduct release reviews as new product features or product updates become available.

Weekly Reviews

On a weekly or biweekly basis, your services account manager will conduct an account management call to update you on all service activities and ensure progress is being made toward your defined goals and objectives.

Continuous Best Practice Engagement

Best Practice Assessment

Regular reviews of best practices through tools and personalized reviews will bring you total visibility on your security posture.

Access to Focused Services Webinars

As a Focused Services customer, you'll get access to exclusive webinars and content on security deployment and operations best practices, presented by Palo Alto Networks subject matter experts.

Quarterly Service Review

Your services account manager will conduct quarterly service reviews to assess progress on planned services activities and define your future strategic goals. On a yearly basis, the services account manager will visit you for an on-site review.

Complement Your Support Experience

Focused Services complements the Premium Support program, which provides customers with complete access to the Support Portal, software fixes, new feature releases, advanced hardware replacement, and 24/7 year-round phone and email troubleshooting.

Ordering Information

You can order Focused Services for one-, three- or five-year terms in three different tiers:

- Tier 1 provides, on average, one business day worth of effort per week.
- Tier 2 provides a half-time services account manager.
- Tier 3 provides a dedicated services account manager.

Focused Services operates from 8 a.m. to 5 p.m. in the services account manager's region, excluding weekends and holidays.

To order Focused Services support, please contact your local Palo Alto Networks partner or sales representative.

More Information

To learn more about Palo Alto Networks Support offerings, visit www.paloaltonetworks.com/support or contact your local account manager. For product information, visit www.paloaltonetworks.com/products.

Why Palo Alto Networks?

Palo Alto Networks is committed to your success in preventing successful cyberattacks. Our award-winning services organization gives you timely access to technical experts and online resources to ensure your business is protected. We take our responsibility for your success seriously and continuously strive to deliver an exceptional customer experience. Our entire services organization and Authorized Support Centers are there to ensure maximum uptime and streamlined operations.

| FOCUSED SERVICES | FOCUS | PLUS | ELITE |
|---|-------|------|----------------|
| Services Account Manager | ● | ● | Global 24/7 |
| Designated Engineer | - | ● | |
| Personalized Assistance | | | |
| Case reviews and management | ● | ● | |
| Root cause analysis for key issues | ● | ● | ● |
| Priority case handling by designated engineer | - | ● | ● |
| On-site troubleshooting assistance | - | - | ● |
| Proactive Insights | | | |
| Proactive alerts and personalized notifications | ● | ● | |
| Release review and planning | ● | ● | ● |
| Tailored release strategy | - | ● | ● |
| Pre-scheduled event support | - | - | ● |
| Continuous Engagement on Improving Security Posture | | | |
| Regular reviews (weekly, quarterly) | ● | ● | |
| Access to Focused Services webinars | ● | ● | ● |
| Threat Assessment Service | - | ● | (2) |



2015, 2016 and 2017 – Palo Alto Networks, Inc. has been recognized by J.D. Power for three consecutive years for providing “An Outstanding Customer Service Experience” for its Assisted Technical Support.



ASSISTED SUPPORT
GLOBAL | PALO ALTO NETWORKS

2015, 2016 and 2017 – TSIA certification recognizes that Palo Alto Networks meets the highest industry support standards and has achieved Global Rated Outstanding Assisted Support for a third consecutive year.



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