

FOCUSED SERVICES – ELITE

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 – Elite for Always-On Expertise

Focused Services – Elite provides the highest level of support services around the clock. A team of designated engineers is available 24/7 to resolve technical issues or support pre-scheduled events. This level of service also includes on-site troubleshooting assistance and two Threat Assessment Services per year.

Focused Services – Elite helps you stay continuously ahead of threats with the experts you need, when you need them.

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.

24/7 Designated Engineers

Through 24/7 access to a designated engineer with intimate knowledge of your security environment, you'll get in-depth resolution for your most complex technical challenges.

Root Cause Analysis

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

Prioritized Case Handling

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

Always-on expertise

Follow best practices on all fronts, around the clock and around the globe

On-Site Troubleshooting Assistance

For critical troubleshooting outside the capabilities of remote assistance, a field engineer will be dispatched to your location (U.S. only).

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.

Tailored Release Strategy

Twice a year upon your request, your services account manager and designated engineer will deliver personalized recommendations on the most appropriate software release for you to deploy to production.

Pre-Scheduled Events Support

Upon mutual agreement, designated engineers will remotely assist you during certain events, such as software upgrades or feature activation. Event support normally doesn't exceed four hours and can be provided a maximum of six times a year. Product installations are excluded.

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 into 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.

Threat Assessment Service

Twice a year, we'll conduct a Threat Assessment Service at your location, which will include an in-depth traffic analysis and delivery of a detailed report of our findings and recommendations.

Complement Your Support Experience

Focused Services – Elite 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 – Elite for one-, three-, or five-year terms in three different tiers:

- Tier 1 provides one services account manager, 24/7 access to designated engineers via three named designated engineers, and access to the customer focus team over the weekend.
- Tier 2 provides three services account managers (one per region), 24/7 access to designated engineers via three named designated engineers, and access to the customer focus team over the weekend.
- Tier 3 provides three dedicated services account managers (one per region), 24/7 access to designated engineers via three named designated engineers, and access to the customer focus team over the weekend.

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 – Elite support, please contact your local Palo Alto Networks partner or sales representative.

More Information

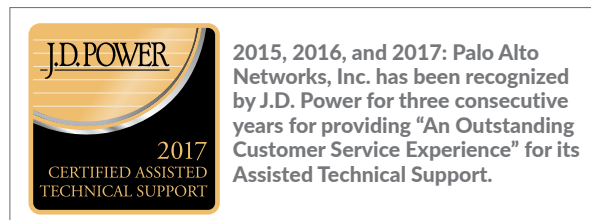
To learn more about Palo Alto Networks Support offerings, visit www.paloaltonetworks.com/support or contact your local account manager. For product information, visit www.paloaltonetworks.com/products.

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
Designated Engineer	-	●	24/7
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)



3000 Tannery Way
 Santa Clara, CA 95054
 Main: +1.408.753.4000
 Sales: +1.866.320.4788
 Support: +1.866.898.9087
www.paloaltonetworks.com

© 2019 Palo Alto Networks, Inc. Palo Alto Networks is a registered trademark of Palo Alto Networks. A list of our trademarks can be found at <https://www.paloaltonetworks.com/company/trademarks.html>. All other marks mentioned herein may be trademarks of their respective companies.
 focused-services-elite-ds-031419