paloalto®
NETWORKS

Customer Success Overview

Organizations need a cybersecurity partner to help guide them through their journey to protect their business. To adequately protect organizations in today's threat landscape, security teams need the confidence to deploy and operationalize their security solutions.

Maintaining your security infrastructure is mission critical. Our Customer Success team is dedicated to helping you get the most value from your security investments and giving you the utmost confidence that your business is safe.

Palo Alto Networks Customer Success guides you to help secure your business and drive the technical outcomes that mean the most to you. Our Customer Success managers and engineers are your advocates, product experts, and strategic advisors to help you operate and grow your business securely.

J.D. POWER 2019 CERTIFIED ASSISTED TECHNICAL SUPPORT	2015, 2016, 2017, 2018, and 2019: Palo Alto Networks, Inc. has been recognized by J.D. Power for five consecutive years for providing "An Outstanding Customer Service Experience" for its Assisted Technical Support.
tsia 2019 RATED OUTSTANDING PALO ALTO NETWORKS | GLOBAL ASSISTED SUPPORT	2015, 2016, 2017, 2018, and 2019: TSIA certification recognizes that Palo Alto Networks meets the highest industry support standards and has achieved Global Rated Outstanding Assisted Support for a fifth consecutive year.

Customer Success Benefits

Continuous assistance for success

- Guidance and oversight to help expedite your setup and initial configuration as you deploy across your organization
- Guided onboarding, custom workshops, 24/7 technical phone support, and access to the Customer Success team to give you a personalized experience
- Weekly reviews of operational progress, business challenges, and product feature requests to keep our teams aligned

Accelerated investment value

- Customer Success resources to orchestrate and tailor your strategy, ensuring you get the most out of your investment
- Customer Success managers and engineers who will coordinate and personalize your strategy to expedite time to value
- Key knowledge transfer and training options to best take advantage of available options

Security optimized for full protection

- Integration of products with operational workflows to ensure seamless alignment with your network, cloud, and security infrastructure. Implementation of best practices to drive real security outcomes for your business, aligned with your strategic objectives
- Customized Success plan focused on identified and shared priorities as well as trackable success metrics

	Summary Value	Standard — Self-Help	Premium — Optimized Experience
Onboarding Assistance	Customer journey kickoff	●	●
	Onboarding assistance		●
	Initial service configuration		●
	Use case assistance		●
Technical Support	Access to support community	●	●
	Access to Support Portal	●	●
	Telephone support		24/7
	Response time (S1)		< 1 hour
	Slack DFIR private channel		●
Education Training	Access to online documentation	●	●
	Access to online training	●	●
	Custom workshop		●
Optimized Experience	Annual health check	●	●
	Customized success plans		●
	Periodic operation reviews		●
	Executive business reviews		●
	Prioritized integration development		●

Figure 1: Key elements of Customer Success plans by tier—Cortex XSOAR example

Palo Alto Networks offers both Standard and Premium Success plans for Cortex™ and Prisma™ product lines. Figure 1 lays out the capabilities and value that our Customer Success offering has for our Cortex XSOAR product.

More Information

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

Why Palo Alto Networks?

Palo Alto Networks is committed to your success in preventing successful cyberattacks. Our award-winning services and support 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.

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