





Westcon is an ELITE Palo Alto Networks Accredited Support Centre (ASC)

We provide unbeatable remote assistance for product or service functionality failure through Levels 1-3 incident management.

Compared to Vendor Direct Support, WestconCare offers an array of additional services - helping you fulfil your customers needs, ensure a long-lasting relationship and drive incremental business.

 Service	 Vendor Direct Support	 WestconCare Support
8x5 language capabilities - German/Spanish French	✗	✓
Multi-vendor-skilled engineers	✗	✓
Full management and control of L3 escalations	✗	✓
Pricing support	✗	✓
Incident management (L1-L3 vendor) & troubleshooting assistance	✓	✓
24/7 language capability - English	✓	✓
Online ticket tooling	✓	✓
Change management*	✗	✗
Troubleshooting*	✗	✗
Log collection*	✗	✗
Configurations support*	✗	✗

*Available as an additional support service from Westcon.

Put your customers first - contact us to get started with WestconCare



Do you recommend our support services?



4.63



How would you rate the quality of the solution provided?



4.27



Technical expertise of the support engineer



4.34

WestconCare Customer Satisfaction Survey Palo Alto Networks - 2020