



Partner Success

Bespoke is best for global service provider

Westcon  Comstor

Standard monitoring and incident response service for a multi-national business with operations in 50 countries.

Challenge

Our partner, one of the largest communication technology companies in the world, offered their own standard support package, but it was more than the end customer needed and out of scope. Rather than build a bespoke solution, our partner decided to outsource to Westcon-Comstor.

Our partner reached out to us to create a bespoke solution on their behalf, leaving them free to focus on other elements of the service

Solution

We successfully combined our Proactive Care package utilising our experience and expertise as a Palo Alto Networks ASC Elite partner, providing device monitoring, administration and support services for 150 Palo Alto Networks devices in high availability across 40 countries.

Deal size:

\$120K deal with the option of renewing annually

Result

By providing this tailored monitoring solution the end customer needed, our partner maintained its contract and close relationship as a trusted advisor.

The end user experience was exceptional, the solution was fit for purpose and the outcome beneficial to all parties involved.

We engage directly with the end customer because our partner trusts us to deliver the monitoring solution on their behalf.



Services