



# Services driving cloud success

VirtuallyNOW



# Our Service Capabilities by vendor

Vendor	Network as a Service												Network Security as a Service					
													(with Vendor / 3rd Party Cooperation)					
	Supply Chain			Education	Professional Services			Support					Professional Services			Support Services		
	Supply Chain Staging	Product Shipment	Decommission / Reverse Logistics	Training	Installation	Configuration	Project Management	Westcon Assist	Proactive Care Services	Service Delivery Management	Ongoing HW Support (remote & On-Site)	Westcon Care	Sensitive Data Awareness	Security Analysis	Threat Detection	Sensitive Data Awareness	Security Analysis	Threat Detection
F5	W	W	W	W	W	W	W	W	V	W	W	W	V	V	V	V	V	V
Symantec	W	W	W	W	W	W	W	W	V	W	W	W	V	V	V	V	V	V
Check Point	W	W	W	W	W	W	W	W	W	W	W	W	V	V	V	V	V	V
CrowdStrike	N/A	N/A	N/A	V	V	V	W	V	V	W	N/A	N/A	V	V	V	V	V	V
FireMon	N/A	N/A	N/A	V	V	V	W	V	V	W	V	V	V	V	V	V	V	V
Infoblox	W	W	W	W	W	W	W	W	V	W	W	W	V	V	V	V	V	V
Ivanti	W	W	W	W	W	W	W	V	V	W	W	W	V	V	V	V	V	V
Menlo Security	N/A	N/A	N/A	V	W	W	W	W	V	W	N/A	N/A	V	V	V	V	V	V
NETSCOUT Arbor	W	W	W	W	W	W	W	W	W	W	W	W	V	V	V	V	V	V
Palo Alto Networks	W	W	W	W	W	W	W	W	W	W	W	W	V	V	V	V	V	V
Skybox	N/A	N/A	N/A	W	W	W	W	W	W	W	W	W	W	W	W	W	W	W

W = Westcon      V = Vendor      N/A = Not applicable      Subject to availability in country



# Support Service Capabilities

		Westcon Care Flexible level 1 and level 2 vendor support for every service level required	Westcon Assist Complementary support service for day-to-day tasks	Westcon Proactive Care Monitoring, administration and managed support of IT infrastructure
SLA	24x7	<ul style="list-style-type: none"> <li>• Check Point</li> <li>• F5</li> <li>• Ivanti</li> <li>• NETSCOUT</li> <li>• Palo Alto Networks</li> <li>• Symantec</li> <li>• Trend Micro</li> </ul>	<ul style="list-style-type: none"> <li>• Check Point</li> <li>• Palo Alto Networks</li> <li>• Symantec</li> </ul>	
	8x5		<ul style="list-style-type: none"> <li>• F5</li> <li>• Infoblox</li> <li>• Ivanti</li> <li>• Menlo Security</li> <li>• NETSCOUT</li> <li>• Symantec</li> </ul>	<ul style="list-style-type: none"> <li>• Check Point</li> <li>• Palo Alto Networks</li> </ul>

Task	Westcon Care	Westcon Assist	Westcon Proactive Care
Discovery and Advice			X
Troubleshooting	X	X	X
Health-Check		On Demand	X
Configuration Support		On Demand	X
Monitor and reporting			X
Change process		X	X
Reconfiguration/preservation		On Demand	X
Service Delivery Management		If Purchased	X

Above details; Subject to availability and geographical coverage

# Services Success Stories



Partner Success

## Training enables GSP to embrace cloud

Westcon Comstor

**Rapid delivery of industry-first certified training for Palo Alto enables global service provider in SASE cloud security**

**Challenge**

As cloud adoption and digital transformation accelerates because of the pandemic, cloud-enabled customers are experiencing an influx of new security requirements. They need to both protect their cloud applications and give their users secure access to the cloud.

Our partner, a global service provider, needed to quickly upskill their workforce in SASE (secure access service edge) cloud security to meet this demand from their end user customers.

**Solution**

Westcon provided virtual training to drive success for both the customer's technical engineer team and Palo Alto Networks.

Training was delivered as multiple two-day, instructor-led courses for in-excess of 50 engineers around the world, covering Prisma Access (SASE) and how it helps partners embrace cloud migration and mobility by providing network security services from the cloud.

All courses were delivered by our vendor-certified trainers with real world experience and practical insight, providing attendees with tangible capability as well as theory.

**Result**

Our large global partner received industry-leading training across multiple territories in a new certification area.

This ensured the partner now has a skilled global workforce with expertise in Prisma Access SASE.

Their engineers now enjoy enhanced understanding of how to better protect applications, remote networks, and mobile users using a SASE implementation.

**Testimonial**

"Instructor was knowledgeable, friendly and happy to answer questions. Well done. It's not easy to teach virtually."

"Clear and concise, focusing on the right topics for each role in the group, from presales to engineers."

"Very professional, with content taught clearly using real life examples"

**Services**

**Education**  
Training enables GSP to embrace cloud



Partner Success

## Multi-service approach delivers support at scale

Westcon Comstor

**Strategic partners to complement and support in technologies which are no longer core or strategic**

This European global service provider is streamlining its business and in this particular project required support for Broadcom technology with Advanced and Standard levels of support across multiple end customers. The service provider partner wanted to outsource support from Broadcom to core or strategic vendors for strategic accounts.

**Challenge**

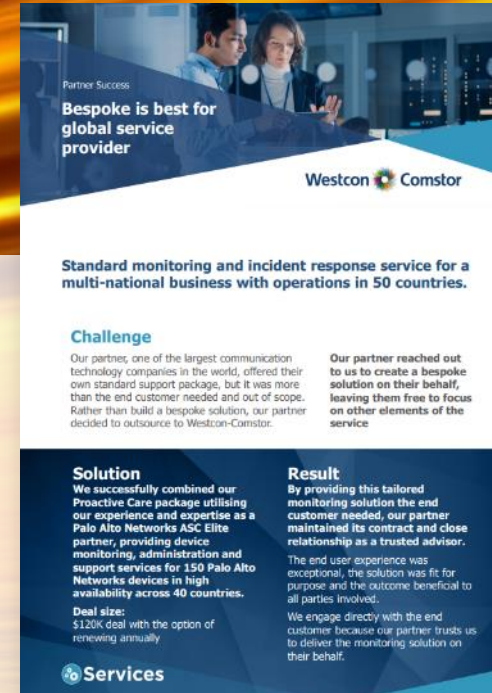
The partner's customers have a mix of vendor support service level targets, with bespoke support requests related to the day-to-day operation.

Westcon-Comstor was tasked with providing a comprehensive support solution covering more than 180 devices and across 20 different customers.

**Westcon-Comstor's ability to provide a multi-faceted support offering enabled our partner to extend their own service capabilities**

**Services**

**Multi-service**  
approach delivers support at scale



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**

**Proactive Care**  
Bespoke is best for global service provider



**Explore how our Services can  
support your virtualisation, cloud  
migration and cloud leadership  
projects - *VirtuallyNOW***

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