Cortex XDR Standard and Premium Success Plans

Get the most out of Cortex XDR™ with access to the Customer Success team to maximize adoption and strengthen your security posture

At Palo Alto Networks, we strive to be the cybersecurity partner of choice, protecting our digital way of life. To that end, our Customer Success team partners with you to help secure your business and drive the technical outcomes that mean the most to you. We are your advocates, product experts, and strategic advisors to help you operate and grow your business securely.

Premium Success Benefits

- **Continuous assistance:** Rely on a team of industry-leading security experts to ensure your security is maximized.

- **Maximized security posture:** Optimize your security by following best practices guidance from our Customer Success team.

- **Seamless operational alignment:** Leverage the expertise of the Customer Success team to extend your team's capacity to reach maximum operational efficiency with your Palo Alto Networks investment.

- **Premium technical support:** When you need help, we will be there with 24/7, award-winning technical support to assist with any challenges.

Success Plans

Success is a partnership. That's why every customer gets a Standard Success plan that includes online support and training. The recommended Premium Success plan gives you access to Customer Success experts who will orchestrate and tailor your strategy to ensure you get the most out of your Cortex XDR investment. Whether through conducting regular executive business reviews or ensuring you follow best practices, the Customer Success team will continuously assist you in optimizing your security posture.

Standard Success, included with every Cortex XDR subscription, makes it easy for you to get started. You'll have access to self-guided materials and online support tools to get you up and running quickly.

Premium Success, the recommended plan, guides your entire Cortex XDR implementation to enable fast, easy deployment and adoption of product capabilities. The Customer Success team will give you a personalized experience to help you realize an optimal return on investment (ROI). Our 24/7 technical phone support will help solve any challenges you come across.

	Value summary	Standard Success — Online experience / Self-service	Premium Success — CS team access / 24/7 telephone support
Onboarding Assistance*	Customer journey kickoff	•	•
	Configuration review		•
	Onboarding guidance		•
Knowledge Transfer	Access to LIVEcommunity	•	•
	Access to KB and online documentation	•	•
	Access to free online training videos	•	•
	Knowledge transfer workshop*		•
Continuous Guidance*	Customized success plan		•
	Best practices guidance		•
	Review of new features and releases		•
	Annual health check		•
Operational Excellence*	Monitoring usage deviations		•
	Periodic operational reviews		•
	Change management and alignment		•
Technical Support	Access to Customer Support Portal	•	•
	24/7 telephone support		•

* For deployments that exceed 1,000 Cortex XDR agents.

Figure 1: Success Plan features comparison

Onboarding Assistance

Our team will provide onboarding guidance and oversight to help expedite your setup and initial configuration as you deploy Cortex XDR across your organization.

Table 1: Onboarding Assistance		
Description	**Standard**	**Premium**
Customer journey kickoff	•	•
Configuration review		•
Onboarding guidance		•

Note: Available when your deployment exceeds 1,000 Cortex XDR agents.

Knowledge Transfer

We believe the most successful organizations have a deep understanding of the products they use. Our Customer Success plan includes key knowledge transfer and training options to best take advantage of Cortex XDR. You can use the Palo Alto Networks Learning Center to access digital learning. In addition, Premium Success offers short, customized sessions to educate your team on the key features and configuration best practices for Cortex XDR.

Table 2: Knowledge Transfer		
Description	**Standard**	**Premium**
Access to LIVEcommunity	•	•
Access to Knowledge Base and online documentation	•	•
Access to online training	•	•
Knowledge transfer workshop*		•

* Available when your deployment exceeds 1,000 Cortex XDR agents.

Continuous Guidance

Premium Success gives you access to Customer Success managers and engineers who will coordinate and personalize your strategy to ensure your investment is protecting your business. Through tailored success planning, quarterly health checks, and other proactive measures, the Customer Success team focuses on giving you a personalized experience to help you realize optimal ROI.

Table 3: Continuous Guidance		
Description	**Standard**	**Premium**
Customized success plan		•
Best practices guidance		•
Review of new features and releases		•
Annual health check		•

Note: Available when your deployment exceeds 1,000 Cortex XDR agents.

Operational Excellence

We will help integrate Cortex XDR with operational workflows to ensure seamless alignment with your network and security infrastructure. Whether through quarterly health checks or regular operational reviews, the Palo Alto Networks Customer Success team will instill a high level of operational excellence to ensure you are getting the most out of your investment.

Table 4: Operational Excellence		
Description	**Standard**	**Premium**
Proactive usage monitoring		•
Periodic operational reviews		•
Executive business reviews		•

Note: Available when your deployment exceeds 1,000 Cortex XDR agents.

Technical Support

Our award-winning 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 support organization is there to ensure maximum uptime and streamlined operations.

Table 5: Technical Support		
Description	**Standard**	**Premium**
Access to Customer Support Portal	•	•
24/7 telephone support		•

Support Response Times

When you need help, we'll be there for you. Our timely, expert assistance helps keep your security up and running. Support response times for both Standard and Premium Success plans are based on incident severity.

Table 6: Support Response Time				
Severity	**Description**	**Standard**	**Premium**
1	Severe impact to your production environment, such as loss of production data or system not functioning.	< 2 hours	< 1 hour
2	Software functioning, but use in a production environment is severely reduced.	< 4 hours	< 2 hours
3	Partial, non-critical loss of use of software in a production environment, but you can continue using it with a workaround.	< 12 hours	< 4 hours
4	General usage question, reporting of a documentation error, or recommendations for a product enhancement or modification.	< 48 hours	< 8 business hours

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.

2015–2020: Palo Alto Networks, Inc. has been recognized by J.D. Power for six consecutive years for providing "An Outstanding Customer Service Experience" for its Assisted Technical Support.

2015–2020: TSIA certification recognizes that Palo Alto Networks meets the highest industry support standards and has achieved Global Rated Outstanding Assisted Support for a sixth consecutive year.

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