PLATINUM SUPPORT

Benefits

- Direct access to a dedicated team of senior engineers

- Expedited response time when it matters most

- 15-minute response times

- Assisted first responses to orient your investigations and troubleshoot incidents

- Advanced log and indicator of compromise (IOC) analysis

- Next-step security recommendations with referral to qualified incident response partners

- Planned event support to proactively coordinate maintenance, software upgrades, and feature activation

- Dramatically improved security response to aid in investigations

- Assurance that your security infrastructure is running at peak performance

Maintaining your security infrastructure is a mission-critical task. Our customer support and maintenance programs are designed to ensure that traffic flows smoothly and securely across your network. When problems arise, our dedicated Support Services team will quickly and proficiently resolve any deployment questions or challenges.

Our comprehensive set of support services underscores our commitment to the ongoing success of your Palo Alto Networks deployment. With business-critical customer support options, 24/7 availability, and a global network of support centers and parts-replacement depots, organizations of all sizes and complexity around the world can rely on Palo Alto Networks Customer Support Services for prompt, dependable assistance.

Platinum Support—Service Overview

Platinum Support, our high-end service offering, enhances your in-house resources with technical experts who are available to support your Palo Alto Networks security deployment.

Platinum Support offers the optimal level of service for organizations that want to work directly with Palo Alto Networks to address their support needs, with 24/7, year-round availability featuring best-in-class response times and advanced assistance.

Features

Platinum Support provides access to:

- **Feature releases and software updates:** Stay current with the latest features and software updates.

- **Subscription services updates:** To ensure your Palo Alto Networks deployment stays up to date, you can configure devices to automatically download App-ID™ technology, URL Filtering, DNS Security, Threat Prevention, and WildFire® service updates. Alternatively, these updates can be downloaded and manually applied.

- **Direct access to a dedicated team of senior engineers:** Interact with a senior engineer trained to quickly understand and resolve your unique challenges.

- **Platinum Support availability:** Enjoy 24/7 support for issues of all severities, with Platinum senior engineers available around the clock to assist.

- **Platinum Support Response Time:** Get 15-minute response times for critical issues. To ensure your mission-critical deployment operates at peak performance, Platinum Support delivers an enhanced support service-level agreement as specified in Table 1. "Response time" is the time between case creation and when the senior engineer begins investigating the case. You can open cases online or by phone.

- **Online Customer Support Portal:** A feature-rich platform provides access to product documentation, problem resolution databases, peer-to-peer interaction, and support case management.

- **Case management:** Submit, update, check status, and manage support cases for all your supported Palo Alto Networks products via the online Customer Support Portal.

- **Documentation and FAQs:** Access product manuals, technical guides, software release notes, and frequently asked questions (FAQs) to streamline deployments and incident resolution.
- **Security Assurance:** When you detect suspicious activity in your network, Security Assurance gives you access to our security experts with unique threat intelligence tools and practices for your Palo Alto Networks footprint. Our team will help orient initial investigations, facilitate collection of logs and indicators of compromise (IOCs), and expedite hand-off to your preferred incident response vendor. See End User Support Agreement for latest details.
- **Planned event assistance:** If scheduled at least seven days in advance, our Platinum senior engineers can assist you with proactive maintenance activities, such as software upgrade or feature activation. Platinum engineers can also be on call to assist as needed during business events. Note: Event support normally doesn't exceed four hours. Pre-scheduled events are not designed for troubleshooting activities. Product installations are excluded.
- **On-site assistance for critical issues:** For critical issues (Severity 1) outside the capabilities of remote troubleshooting, a field engineer may be dispatched to your location at the discretion of the Palo Alto Networks Platinum Support management team.
- **Failure analysis:** In the event of hardware failure, upon request, Palo Alto Networks will analyze the replaced unit and send you the results of the investigation.
- **Next-business-day delivery for parts and hardware replacement:** Get fast turnaround for hardware replacement. Note: Next-Business-Day Delivery Service is subject to certain limitations. Please see the Return Materials Authorization (RMA) Process Policy for details.
- **(Optional) 4-Hour RMA service for parts and hardware replacement:** For an additional fee, hardware replacement services can be upgraded to four-hour shipment for rapid RMA turnaround, ideal for customers and data centers requiring mission-critical response times. Your facility must be located within a specified range of a Palo Alto Networks service location. With this optional upgrade, Palo Alto Networks will make commercially reasonable best efforts to deliver replacement component hardware to you within four hours from issuance of an RMA, 24/7, year-round. Click here to learn more check availability in your geographic area.

Table 1: Palo Alto Networks Support Offering Summary	Premium	Platinum
1. Technical Support	—	—
Telephone Support	**Call Response Time**	
Severity 1: Critical Product is down, and customer production environment is critically affected. No workaround available yet.	< 1 hour	< 15 minutes
Severity 2: High Product is impaired, and customer production is up but impacted. No workaround available yet.	2 hours	< 30 minutes
Severity 3: Medium A product function has failed; customer production is not affected. Support is aware of the issue, and a workaround is available.	4 hours	< 2 hours
Severity 4: Low Non-critical issue. Does not impact customer business. Feature, information, documentation, how-to and enhancement requests from customer.	8 hours	< 4 hours
Support Specialist Type	Support Engineer	Senior Engineer
RMA (NBD included, 4-Hour service optional)	NBD | 4HR	NBD | 4HR
2. Security Assurance Incident Support	—	—
Assisted security investigations	●*	●
Advanced log & IOC analysis	●*	●
Next steps recommendations	●*	●

Table 1: Palo Alto Networks Support Offering Summary (continued)	Premium	Platinum
3. Expert Assistance	—	—
Pre-scheduled event support	—	•
On-site assistance for critical issues (after remote troubleshooting)	—	•
Failure analysis (HW)	—	•

*Other restrictions may apply. Please see our EUSA for details.

Customer Support Services Program

Palo Alto Networks provides you with a range of several Customer Support and Maintenance options designed to meet the unique needs of your business:

- Standard Support (US only)
- Premium Support
- Platinum Support
- On-Site Spares Hardware Program

Whichever support and maintenance plan you choose, you will experience our commitment to delivering the highest level of customer service. The goal of our program is to minimize business disruption, maximize protection, and increase the value of your investment.

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 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 is there to ensure maximum uptime and streamlined operations.

2015, 2016, 2017, and 2018: Palo Alto Networks, Inc. has been recognized by J.D. Power for three consecutive years for providing "An Outstanding Customer Service Experience" for its Assisted Technical Support.

2015, 2016, 2017, and 2018: TSIA certification recognizes that Palo Alto Networks meets the highest industry support standards and has achieved Global Rated Outstanding Assisted Support for a third consecutive year.