



Support Services for Palo Alto Networks

Westcon has been recognized by Palo Alto Networks for its expertise through the Palo Alto Networks ASC (Authorized Support Center) specialization. As a support provider Westcon strictly follows the vendor guidelines for resolving issues, such as response time policies and escalation procedures.

Various support & subscription contracts are available for all Palo Alto Networks products.

- Unlimited support via web, phone or email available 24x7 for Network Security Products and TRAPS
- Complete web and phone support offering, designed for resellers and their end-users
- Dedicated support engineers certified by Palo Alto Networks
- Online Incident tracking
- Westcon support is underwritten by Palo Alto Networks Premium Support



Scope of Support & Beyond

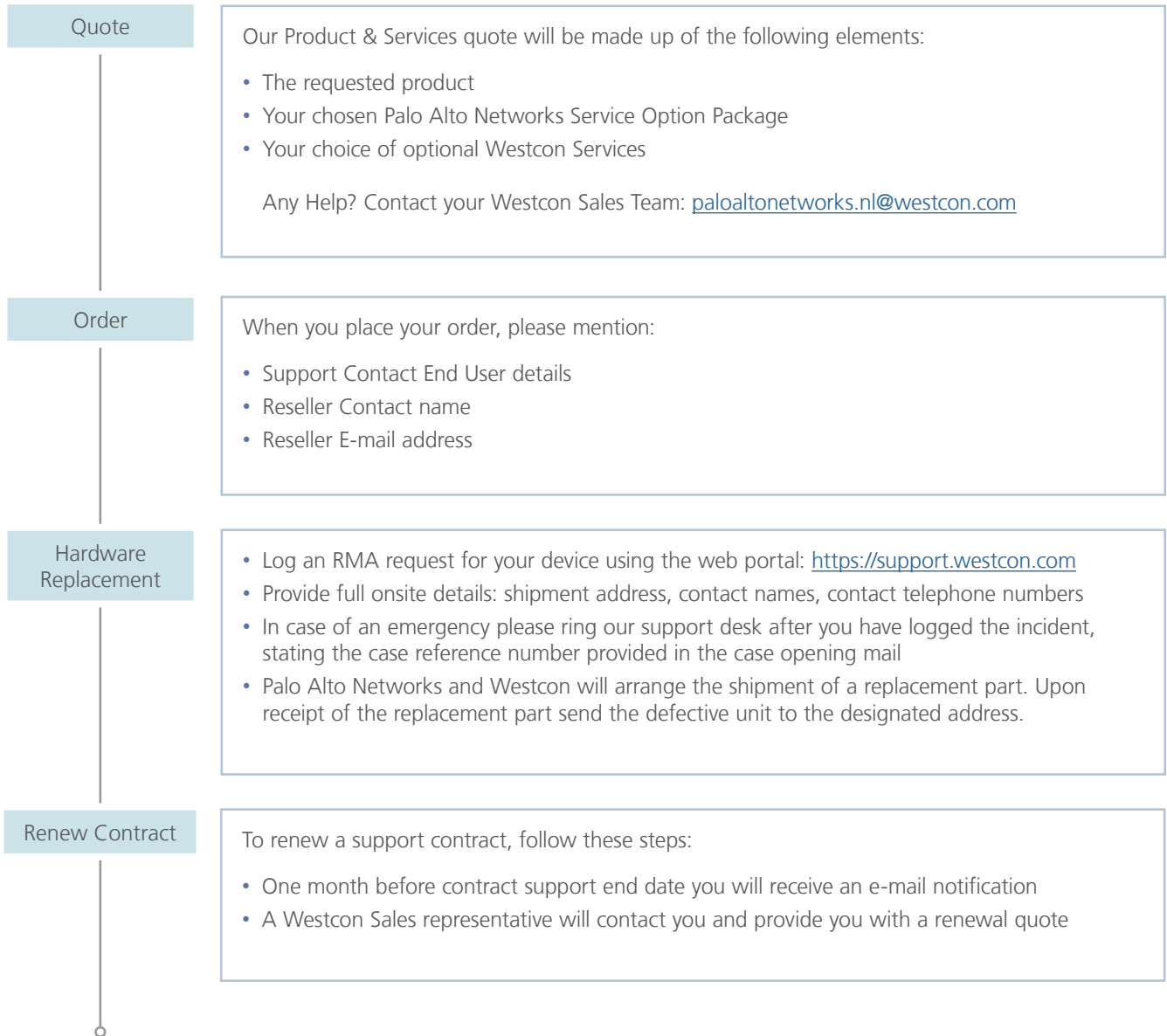
Westcon Support is designed to remotely assist you with specific break-fix issues and related configuration issues with your products. Support is limited to products with active support contracts.

Service Description		Premium
Technical Support	Westcon Online Web Support	•
	Westcon 24x7 Phone Support	•
Software	Feature & maintenance releases	•
Hardware	Advance Hardware replacement Next Business Day ship	•
	Advance Hardware replacement 4 Hours *	•
Professional Services	Designs, deployments, upgrades, migrations, optimizations by a Westcon Engineer	optional

* UK only

 Services delivered by Westcon

The Westcon Service Process



Tailored, global support capabilities
that nurture, grow and extend your own offering.



Westcon Support Response Time

Severity Level	Definition	Response Time	Commitment	Expected Resolution time
P1 Critical	An error that renders the product inoperative or causes the product to fail catastrophically; e.g. major system impact, system down	1 Hour	Westcon and customer will commit full-time resources to resolve the situation or obtain a work-around, during the business hours of the purchased support i.e. 24x7 or 10x5. 24x7 support is only available in English.	Same day
P2 High	An error that substantially degrades the performance of the product or materially restricts customers business; e.g. moderate system impact, system hanging.	2 Business Hours	Westcon and customer will commit full-time resources during normal business hours to resolve the situation (or obtain workaround)	2 Working days
P3 Medium	An error that causes only a minor impact on customer use of the product; e.g. minor system impact, performance/operational impact.	4 Business Hours	Westcon and customer will commit the necessary resources during normal business hours to restore service to satisfactory levels.	5 Working days
P4 Low	A reported anomaly in the licensed product which does not substantially restrict the use of one or more features of the licensed product to perform necessary business functions.	8 Business Hours	Westcon and customer will provide resources during normal business hours to provide information assistance as requested	10 Working days

How to access Westcon Support



WEB SUPPORT:

<https://support.westcon.com>

For Priority 1 issues, you can register the call via the web, but always call Westcon support too. Once your call has been registered, you will receive an acknowledgement email containing your Ticket Reference Number.



PHONE SUPPORT:

- 10x5* See phone details in the light blue box
- 24x7 Dial the number provided during contract purchase



CASE FOLLOW-UP VIA EMAIL SUPPORT:

paloaltosupport.eu@westcon.com

We STRONGLY recommend using web support to register your support case and then for P1 cases follow up with a telephone call.

EU Phone Support Details

First line 10x5* support available in native language: English, French, Spanish, German - Second line in English

Austria: +43 2236 864 444 352

Belgium: +32 2 461 01 40

France: +33 825 135 005

Germany: +49 30 60 9855 352

Italy: +39 039 607 221

Netherlands: +31 306 025 470

Spain: +34 914 196 138

Sweden: +46 8 50 551 651

Switzerland: +41 435 084 005

UK: +44 1753 797 902

* from 08:00 to 18:00 CET/CEST

Westcon Support is not designed to walk you through the installation process. If you need comprehensive installation assistance, you may opt for our Westcon Professional Services on Palo Alto Networks. Our professional services team can assist you with planning, design, deployments, upgrades, migrations, optimization and application verification to ensure a highly available, scalable and secure infrastructure. Please contact Westcon Professional Services for detailed quotes that include a comprehensive Statement of Work (SOW). Westcon Professional Services are also available on time & materials basis.