



Palo Alto Networks Authorized Support Center



As a global distribution partner, we work with Palo Alto Networks to provide all the resources, support and opportunity partners need to succeed.

Why choose an Elite ASC?

As an Elite Authorized Support Center, we're trusted by Palo Alto Networks to resolve its customer's technical support issues or challenges.

- Quick response for any incident by certified engineers
- Higher level of incident ownership and urgency
- Clearly defined SLA's and expectations
- Single contact number and email address
- Internal clear escalation process which results in a faster resolution by avoiding vendor escalations
- Direct vendor escalation available if needed -
- 24x7x365 technical support
- Online incident tracking and email updates on ticket progress
- Same time zone engineer assignment which allows for faster response times and overall better service

Service Level Agreement

Our SLA's are aligned to the ones followed by Palo Alto Networks:

Severity (Priority)	First Response	Follow-Up Response
Critical	1 Hour	Every 4 Hours
High	2 Business Hours	1 Business Day
Medium	4 Business Hours	3 Business Days
Low	8 Business Hours	Once Per Business Week

A P1 Critical Case indicates that the product is down and it critically affects your production environment with no workaround available. An engineer will contact you shortly and continue to work on this issue round-the-clock until service is restored.

Exclusive Cloud Harmonics Support Benefits



**FREE 1-Day
Training**



**FREE 24 Hour
vSandbox Session**



**FREE BPA & SLR
Security Assessments
2x/year**

Contact your Cloud Harmonics account manager or email us at info@cloudharmonics.com for more information.