

Bytes Palo Alto Networks Technical Support

Authorised Support Centre (ASC)



Resolve critical issues without vendor escalation, ensuring quicker resolutions and fewer problems for your in-house team.

Our Palo Alto Networks Authorised Support Centre delivers a truly unique service: direct access to 3rd-line engineers, around the clock. By connecting you straight to escalation-level experts, we resolve issues faster and reduce downtime, keeping your business secure and operational.

Our Authorised Support Centre is dedicated exclusively to Palo Alto Networks Firewalls, providing deep product expertise and rapid troubleshooting.

In addition, to help you maximise the performance and security of your Palo Alto Networks Firewalls, we offer consultancy days for proactive optimisation, architecture reviews, and best-practice guidance.

Our Technical Services Success Management ensures ongoing alignment with your business goals, delivering strategic advice, health checks, and tailored recommendations to keep your network resilient and future-ready.

Benefits



Escalation-level engineers handle every call



Service Levels tailored to meet enterprise demands



Reduce demand on internal support function



Access to qualified and experienced technical resources



Speedy return to Business As Usual operations



Full transparency through effective and timely reporting



Enabling budgeting and forecasting of reduced support costs

Palo Alto Networks Technical Advisory / Consultancy Days

Bytes Palo Alto Technical Advisory / Consultancy resources utilising the allocated TAaC Days. The Customer can raise Service Requests on an ad hoc basis to provision ad hoc services and consultants.

Technical Services Success Manager (TSSM)

To act as the customer's trusted advocate, ensuring services are delivered, governed, and improved in line with business goals.

Key role in co-creating value by aligning Bytes operational execution with the customers strategic outcomes, underpinned by ITIL-aligned service management principles.

Customer Engagement & Relationship Management
Service Quality, Governance & Incident Oversight

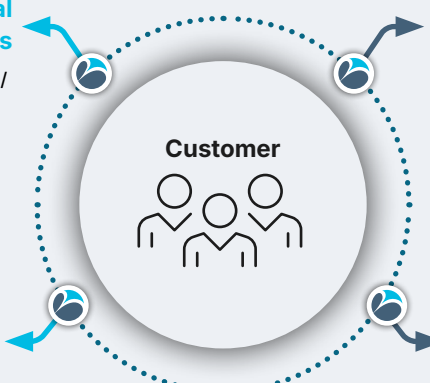
Security Review

A comprehensive assessment of your Palo Alto Networks Environment covering elements such as:

- Best Practice Version & Patching Checks
- Administrative Access Review
- Backup Configuration

24x7 Support

Critical help when you need it most
Core UK Support team during business hours
Follow the sun for 24x7 Coverage
Direct to 3rd line engineer



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Bytes Palo Alto Networks Authorised Support Centre - Offering Comparison

Palo Alto Networks	ENHANCED	EXPERT
Technical Advisory & Consultancy Days		✓
Security Lifecycle Review		✓
Quarterly Service Reviews		✓
Technical Services Success Manager		✓
Direct to 3rd Line Engineers		✓
Monthly Service Performance Reporting	✓	✓
Response & Resolution SLAs	✓	✓
24 x 7 Coverage	✓	✓
Return Merchandise Authorisation (HW replacement)	✓	✓
Products Supported: Strata (physical, cloud and VSYS), Panaroma, Strata Cloud Manager	✓	✓
Root Cause Analysis	✓	✓
Unlimited Incident Logging	✓	✓
Vendor Escalation	✓	✓

Why Bytes EXPERT Support for Palo Alto Networks Delivers Unmatched Value and Reliability.

Competitive and cost-effective, easy to understand cost model which does not penalise growth and success, tickets delivered to 3rd line Engineers on receipt bypassing 1st and 2nd Line triage, first response and resolution Service Level commitments, a designated Technical Services Success Manager to handle all aspects of service and ensure success, and escalation support should tickets be passed to Palo Alto Networks to ensure maximum focus is always maintained.

Want to find out more? Contact your account manager or email tellmemore@bytes.co.uk