



Palo Alto Networks ENHANCED 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** provides immediate access to Security Support Engineers 24x7x365, enabling faster resolution and reduced downtime—keeping your business secure and operational. With deep technical knowledge on Network Security, trained to the calibre our customers and Palo Alto Networks expect.

BENEFITS



Remote session
offered on ticket
opening



SLA's matching
industry standard



Rapid internal
& external
escalation



Access to
a variety of
technical
resources



Speedy return
to business as
usual operations



Full transparency
through effective
and timely
reporting



Fast access to
consultancy
resources

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

While traditional support often relies solely on validating configurations against vendor documentation, our engineers go further. They maintain dedicated lab environments to replicate issues, test solutions, and develop hands-on experience across the technologies we support.

To keep their skills current, engineers are given dedicated time each month for lab-based learning and testing. This practical, real-world expertise enables them to diagnose problems faster, identify root causes more effectively, and provide solutions with greater confidence and accuracy.



Expertise Beyond Documentation

Our support service is designed to deliver both an exceptional customer experience and rapid issue resolution.

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

Want to learn more about our **Palo Alto Enhanced Service?**

Contact your account manager or email tellmemore@bytes.co.uk