Services

Westcon
Delivering Results Together

5 Reasons to buy Palo Alto Networks Support by Westcon

Westcon is your first point of contact for 1st, 2nd and 3rd level Palo Alto Networks support. We save you the time and money in developing a support desk capability, we save you the time and effort of chasing up and logging support tickets on a day-to-day basis and we save you the administration of dealing with Palo Alto Networks directly by doing it on your behalf.

1 Westcon Support provides 10x5 **1st level support** in English, French, Spanish and German and 24x7 Support in English.

2 You will have access to the **extensive knowledge** of our Palo Alto Networks certified experts. Our technicians are **certified across multiple vendors** and technologies allowing them to take a cross-vendor approach to resolutions.

3 Westcon is now an **Elite Partner** of Palo Alto Networks. Palo Alto Support by Westcon will contact Palo Alto Networks directly for **3rd level support** whilst remaining completely focussed on the issue resolution. This is due to the outstanding relationship between Westcon and Palo Alto Networks.

4 Westcon can provide an integrated Sales and Support offering. By combining Distribution and Services we build **deeper, long-term relationships** with our partners.

5 Westcon has developed and uses an **industry-leading support ticket system** with partner and end-customer accessibility. Partners are able to use it as a support contract management tool to manage annuity revenue.

Westcon's relationship with Palo Alto Networks is a close one, referred tickets and RMA requirements are efficiently and quickly handled. The key benefit to our partners is Westcon will be your first point of contact and can also work to build support offerings across your entire portfolio.

Being a Weston partner, you have access to our support portal where you can track support requests in real time, at any time during the day just as you would from Palo Alto Networks TAC.

If you have any further queries or requirements, please don't hesitate to contact your account manager to discuss it further. We look forward to working with you soon.

paloalto NETWORKS®

EDGE