


Cloud Harmonics Support Services

As an Authorized Support Center, we're trusted by Palo Alto Networks to resolve customers' technical support issues or challenges. Cloud Harmonics has made it easy to choose between three levels of support services - Horizon Support, Pinnacle Support, and Zenith Support.

	 CloudHarmonics HORIZON SUPPORT	 CloudHarmonics PINNACLE SUPPORT	 CloudHarmonics ZENITH SUPPORT	
Palo Alto Networks latest software releases	✓	✓	✓	
Fast response, follow ups and resolutions as compared with Vendor direct	✓	✓	✓	
Access to Palo Alto Networks certified Sr. Engineers	✓	✓	✓	
24/7 Support service	✓	✓	✓	
Next Business Day hardware replacements/RMA	✓	✓	✓	
Vendor escalations if needed with continued monitoring and SLA enforcement until resolution	✓	✓	✓	
CLOUD HARMONICS EXCLUSIVE BENEFITS	Two complimentary Best Practice Assessments (BPA) per year with CPSP Engineers	✓	✓	✓
	Two complimentary Security Lifecycle Reports (SLR) per year with CPSP Engineers	✓	✓	✓
	One full day of Palo Alto Networks Strata Foundations training with hands-on labs	✓	✓	✓
	24 hrs of Palo Alto Networks Virtual Sandbox for testing or learning	✓	✓	✓
	Implementation & configuration services		Presto Prime 2 hours of remote implementation support with certified engineer	Presto Plus 3 hours of remote implementation support with certified engineer
Planned Events Assistance		2 hours annually per device	4 hours annually per device	
Remote Assistance (Crit Issue)			4 hours annually per device	
Failure Analysis			2 hours annually per device	

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



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CloudHarmonics
an Ingram Micro
company

Cloud Harmonics Support Tiers

How Horizon, Pinnacle, and
Zenith Support Compare

Why Choose Cloud Harmonics ASC?

- Exceptional customer satisfaction
 - ZERO escalations to the vendor
- All technical staff are vendor-certified
- SLAs and expectations are clearly defined and adhered to
- One point of contact for your customer for a seamless experience
- Tier 1 & Tier 2 support center – LATAM and US






paloalto
NETWORKS

**Authorized
Support Center**

Cloud Harmonics Support Comparison

TECHNICAL SUPPORT




	 CloudHarmonics HORIZON SUPPORT	 CloudHarmonics PINNACLE SUPPORT	 CloudHarmonics ZENITH SUPPORT	Standard	Platinum
Telephone Support	24x7	24x7	24x7	24x7	24x7
Response Time (Critical Issue)	< 1 Hour	< 1 Hour	< 1 Hour	1 Hour	15 Min
Support Specialist Type	Support Engineer	Support Engineer	Support Engineer	Support Engineer	Senior Engineer
RMA	NBD 4 HR	NBD 4 HR	NBD 4 HR	NBD 4 HR	NBD 4 HR

SECURITY ASSURANCE

	 CloudHarmonics HORIZON SUPPORT	 CloudHarmonics PINNACLE SUPPORT	 CloudHarmonics ZENITH SUPPORT	Standard	Platinum
Assisted Security Investigations		X	X	X	X
Advanced Log & IOC Analysis		X	X	X	X
Recommended Next Steps		X	X	X	X

Cloud Harmonics Support Comparison

PERSONALIZED EXPERIENCE

	 CloudHarmonics HORIZON SUPPORT	 CloudHarmonics PINNACLE SUPPORT	 CloudHarmonics ZENITH SUPPORT	Standard	Platinum
Planned Events Assistance		2 hours annually per VM50, PA-200 series, PA-800 series 4 hours per VM100, VM300, PA-3200 series, Panorama, Cortex XDR Prevent, Prisma Access 6 hours per VM500+, PA-5200 series 8 hours per PA-7000 series	4 hours annually per VM50, PA-200 series, PA-800 series 6 hours per VM100, VM300, PA-3200 series, Panorama, Cortex XDR Prevent, Prisma Access 10 hours per VM500+, PA-5200 series 16 hours per PA-7000 series		4 hr max per year per device
On-site Assistance (Crit Issue) / Remote (for CH)			4 hr max per year per device		X
Failure Analysis			4 hr max per year per device		X

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DEPLOYMENT & FEATURE ENABLEMENT ASSISTANCE




	 CloudHarmonics HORIZON SUPPORT	 CloudHarmonics PINNACLE SUPPORT	 CloudHarmonics ZENITH SUPPORT	Standard	Platinum
Three security zones (ex. Inside, Outside, DMZ)		X	X		
Three Layer 3 interfaces + Management interface		X	X		
Best practices basic security policies (max. 10)		X	X		
Outbound & inbound EDL protection		X	X		
Threat profiles as licensed (Antivirus, anti-spyware vulnerability, Wildfire, max 3)		X	X		
URL filtering as licensed (max 1)		X	X		
Policies to identify applications (max 4)		X	X		
Best practices basic NAT policies (max. 10)		X	X		
Integration of User-ID (Local/AD/LDAP with max of 2 authentication profiles, 2 servers)			X		
Interface management profiles (max 3)			X		
Captive portal & default response pages			X		
Install and configure internal firewall CA for captive portal			X		

Presto Prime
 2 hours of remote implementation support with certified engineer

Presto Plus
 3 hours of remote implementation support with certified engineer

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EXCLUSIVE ADDITIONAL BENEFITS

	 CloudHarmonics HORIZON SUPPORT	 CloudHarmonics PINNACLE SUPPORT	 CloudHarmonics ZENITH SUPPORT	Standard	Platinum
Free 1-day hands on class	X	X	X		
Free 2 BPA engagements	X	X	X		
Free 2 SLR engagements	X	X	X		
Free vSandbox (24 hrs)	X	X	X		