



PALO ALTO NETWORKS

Technical Support Service
Welcome Pack

Logicom
Partners in your success



Welcome

Palo Alto Networks Partner Enabled Support provides you with access to the Logicom Public Ltd Authorized Service Center to work with you through any post-sales technical support queries, technical incident assistance and the replacement of hardware determined to be defective by Palo Alto Networks.

Logicom Public Ltd technical support staff work with Palo Alto Networks, to provide technical support and services. Logicom Public Ltd engineers hold accreditations in the products supported and are available 24x7x365 to respond to customer requests. The support service covers all regions within EMEA.

Service Levels and Definitions

Technical Support defines a technical incident as any **break/fix issue**:

Previously working configuration no longer working as expected or degraded environment
Configuration errors, software bugs, or hardware faults
Requests for documentation, release notes, PAN Knowledge Base, etc.

Logicom Public Ltd Service Center engineers will not undertake new configuration, deployments or migrations, as this work falls under professional services. Our Service Center will not provide support for unsupported firmware/hardware.

The Service Center service levels available for support via phone and email: 24x7x365. The Service Center hardware coverage levels available: Next Business Day (NBD) - advanced hardware replacement.

Priority Definitions

Our Service Center works to 4 levels of priority. Each of these will determine the SLA on initial response as well as our target follow up times for the duration of the support case.

Priority 1 URGENT	Product or service is down or critically impacting the customer's production environment, hampering normal operations.
Priority 2 HIGH	Primary unit has failed, product or service is impaired. Production environment is up but impacted or lacks resiliency.
Priority 3 MEDIUM	A product function has failed, and the production environment is degraded or not affected. Non-critical business applications are unreachable.
Priority 4 LOW	General assistance that includes feature, information, documentation, how-to and enhancement requests.

SLAs and Target Follow Up Times

Initial Response SLA

Priority 1 URGENT	< 2 Hours
Priority 2 HIGH	< 4 Hours
Priority 3 MEDIUM	< 8 Business Hours
Priority 4 LOW	< 16 Business Hours

Target Follow Up Times

Our engineers will aim to provide regular updates based on the case priority. This may be impacted by frequency of responses from Palo Alto Networks TAC, or customer responsiveness. After 3 follow ups with no customer response, our Engineer will proceed with case closure.

Priority 1 URGENT	Every 4 hours until resolved, or a workaround is in place
Priority 2 HIGH	Every business day until resolved, or a workaround is in place
Priority 3 MEDIUM	Every 3 business days until resolved
Priority 4 LOW	Once per business week until resolved

Technical Support Process

Opening a Support Case for P1 (Urgent) - Telephone: **+357-25-558322**
For P2, P3 and P4 issues Email: paloaltosupport@logicom.net

For new issues please provide the following:

Serial Number	The serial number for the affected devices - this is needed to validate support entitlement
Contact Details	Contact details of an engineer with access to the environment <ul style="list-style-type: none">• Contact name:• Contact phone number:• Contact email:
Priority & Impact	Priority and Impact of the incident in relevance to Priority Definitions
Current Version	Current Software Version(s) as required: <ul style="list-style-type: none">• PANOS:• Agent Version (Global Protect/Cortex XDR):• User-ID/TS/Plugin:
Description	Summary of the incident
Incident Simulation	Steps to reproduce the incident
Recent Changes	Describing recent changes to the environment
Network Topology	A brief overview of Network topology and infrastructure
Data Collection	Files and Data collected

For existing issues:

Incident Number	Please provide your Support Incident Number
Additional Details	Any additional details about the case raised since last contacting Support
Large Files Upload	We utilize PANW TAC UPLOAD FTP site. Your assigned engineer will create for you a case number for the relevant upload

Hardware Replacement Support Process

Palo Alto Networks TAC qualify hardware faults and provide final approval for starting the Return Merchandise Authorisation (RMA) process. Our engineers are unable to provide hardware replacements pre-emptively, or prior to approval from Palo Alto Networks.

Next Business Day (NBD) support:

1	Device confirmed as faulty and approved for replacement by the TAC engineer.
2	RMA number issued and replacement process initiated
3	Replacement device is shipped to customer site for NBD delivery*. Depending on the depot locations, shipping will be handled directly by Palo Alto Networks.
4	Customer returns faulty device within 10 days

**NBD delivery SLA dependent on spares depot cut-off times. Typically, RMA to be approved by 3pm to enable NBD delivery*

Management Escalations

To raise any issues related to existing Technical Support cases, or requests for escalations, customers are encouraged to use the below contacts. Issues will be actioned by the appropriate management levels.

Level 1

Team Management escalation to Technical Services Director
(a.riris@logicom.net)

Level 2

Country Management escalation to General Manager
(j.kakoullis@logicom.net)