

Arrow Support Services Palo Alto Networks



Arrow offer an enhanced range of service SLAs to compliment Palo Alto Networks support and maintenance contracts; by delivering 24x7 telephone support, and up to 4 hours engineer on-site services.

Arrow Premium Telephone Support

Arrow Premium Telephone Support is delivered from our permanently manned, state of the art Global Support Centre in Newmarket. Managed by professional engineers trained to the highest standard, it offers Resellers second line assistance, and End Users with Palo Alto Networks deployments access to UK based technicians on a 24x7 basis.

- Access to Arrow support engineers on a 24x7x365 basis
- Call ownership by Arrow technician to call closing
- Local UK telephone number
- Guaranteed response and escalation times
- Unlimited support calls
- Call prioritisation
- Published escalation procedure
- Guaranteed vendor escalation if necessary
- Specified SLA
- Available in End User Direct or Reseller Direct Support options

Arrow Hardware Support

As a Palo Alto Networks Authorised Support Centre (ASC), Arrow delivers enhanced support service options to the channel, with the full support of the vendor. We facilitate all aspects of the RMA support cycle and manage the entire support call; from fault diagnosis to dispatching an engineer and/or replacement parts, to performing the swap out and ensuring that the necessary changes are made with Palo Alto Networks after an appliance is replaced.

Arrow has a team of accredited engineers around the UK to replace faulty equipment and ensure full working operation of the replaced devices, to customer satisfaction before leaving site.

Service options

8X5XNBD ADVANCED HARDWARE REPLACEMENT

Upon diagnosis of a fault, Arrow will arrange for replacement parts to be shipped directly to the customer, the following business day, anywhere in the contiguous UK. This service is ideal for partners who already have a team of certified engineers or for those who have customers capable of performing the required hardware changes at their convenience, Arrow will then arrange collection of the faulty parts as and when advised.

- 8x5 Support option
- Guaranteed NBD Delivery anywhere in the contiguous UK
- All aspects of the RMA procedure to be taken care of by Arrow
- Automatic update of serial number changes

8X5XNBD ON-SITE HARDWARE REPLACEMENT

Arrow will arrange for a vendor authorised field service engineer to arrive at the End User's site with a tested replacement appliance on a guaranteed next business day basis, anywhere within the contiguous UK.

- Access to field service support engineers 9-5
- Arrow engineer performs hardware swap out
- ETA provided to end user
- Vetted engineers for use in MOD & Government organisations
- Monetary penalties for not adhering to SLA
- Automatic update of serial number changes

24X7X4 ADVANCED HARDWARE REPLACEMENT

This service provides customers with support 24 hours a day. Upon diagnosis of a fault, Arrow will arrange for replacement parts to be delivered to the customer, within 4 hours, anywhere in the contiguous UK. This service is ideal for partners who already have a team of certified engineers or for those who have customers capable of performing the required hardware changes at their convenience. Arrow will then arrange collection of the faulty parts as and when advised.

- 24x7 Support option
- Guaranteed 4-hour parts arrival
- ETA provided to end user
- Monetary penalties for not adhering to SLA
- Automatic update of serial number changes

24X7 ON-SITE HARDWARE REPLACEMENT

This premium level service provides customers with support 24 hours a day 7 days a week, 365 days a year. A certified engineer will arrive on-site within 4 hours with a fully tested replacement appliance.

- Access to field service support engineers 24x7x365
- Arrow engineer performs hardware swap out
- Guaranteed 4 hour response time anywhere in the contiguous UK
- ETA provided to end user
- Vetted engineers for use in MOD and Government organisations
- Automatic update of serial number changes
- Monetary penalties for not adhering to SLA

In Person

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Online

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ARROW
Five Years Out