
Three overlapping, light orange outlined rectangles are arranged in a staggered pattern on the right side of the page.

Cloud NGFW for AWS Customer Support Services

Our state-of-the-art cloud technology ensures maximum uptime and streamlines operations, resulting in a resilient security posture. As you leverage the cloud to grow and expand your business, protecting your investment in Palo Alto Networks Cloud Next-Generation Firewall (Cloud NGFW) ensures your cloud journey is secure and protected.

Acquiring new technology solutions and products often leads to operational disruption and challenges. A lack of resources to configure, operate, and maintain firewalls can slow progress toward your desired ROI. However, Palo Alto Networks Cloud NGFW support services make it simple and easy to set up and onboard.



Comprehensive technical support, education services, and digital service underscore our commitment to the ongoing success of your Palo Alto Networks deployment. We help you manage your cybersecurity risk, business continuity, brand reputation, technological advancement, and cybersecurity return on investment (ROI).

Get more from your Cloud NGFW for AWS implementation through our Cloud NGFW Customer Support Services, including:

- Simplified onboarding using our self-help resources and tools.
- Deep knowledge of the AWS platform quickens our support engineers' ability to provide fast solutions.
- In-product "Get Help" lets you quickly find answers within the product.
- [Proactive notifications](#) allow you to learn about Cloud NGFW for AWS outages no matter where you're located.
- Timely, expert assistance keeps you up and running securely.
- Standard Support provides 24/7 support through the Customer Support Portal.
- Premium Support is available for faster resolution. This level of support provides 24/7/365 phone assistance and is ideal for organizations that want to work directly with Palo Alto Networks.
- Free digital learning provides anytime online access to Cloud NGFW for AWS courses, which help build your product and technology knowledge, skills, and confidence.
- Microcredentialing validates and demonstrates your Cloud NGFW for AWS product and technology knowledge and expertise gained from completing the required courses.

Using a budget-friendly, pay-as-you-go (PAYG) subscription model, Cloud NGFW for AWS support services is designed to deliver smooth, secure, and scalable cloud-based network firewall cybersecurity.

Palo Alto Networks Cloud NGFW Customer Support Services

Support services: Palo Alto Networks online services offer time-saving tools to solve problems, answer questions, and improve knowledge and capability. Open cases use the extensive resources for guidance, training, and tips on the Customer Support Portal. Search solutions and technical documents describing common problems and steps to resolve them. Phone support is available 24/7 for Premium subscribers.

Setup/Configuration: Use the contextual/guided onboarding help built into our product, along with the additional smart tool tips, and product and technical documentation.

Scale: Contextual "how-to" resources and product and technical documentation help you scale when needed.

Digital learning courses: Self-paced Cloud NGFW-specific education helps you master Cloud NGFW management capabilities, policies, and rules.

Cloud NGFW Customer Support options help provide the maximum uptime and streamline resolving issues:

1. **Standard Support:** Included with the Cloud NGFW subscription, Standard Support provides self-service support capabilities through the [Palo Alto Networks Customer Support Portal](#) that assist you in resolving most issues quickly. Access to product documentation and Knowledge Base articles aids in answering questions and developing product proficiency.
2. **Premium Support:** Enhance your in-house resources with technical experts available to support your Palo Alto Networks security infrastructure. This support level ensures faster SLAs (<1 hour for critical issues) and 24/7 phone access once a case has been filed on our Customer Support Portal.

Premium Support is ideal for organizations that want to work directly with Palo Alto Networks to address their support needs with 24/7, year-round assistance, as well as keep up to date with the latest upgrades and updates.

Open cases through the [Palo Alto Networks Customer Support Portal](#).

Table 1: Support Level Initial Response Times

Issue Severity	Initial Response Time	
	Standard	Premium
Severity 1	2 Hrs.	1 Hr.
Severity 2	4 Hrs.	2 Hrs.
Severity 3	12 Hrs.	4 Hrs.
Severity 4	48 Hrs.	8 Hrs.

Note: Access to TAC requires opening a case using the Customer Support Portal for Standard Support or Premium Support.



Cloud NGFW Learning and Credentials

Cloud NGFW on AWS Digital Learning: Online, anytime access to Cloud NGFW digital learning helps build your staff’s knowledge, skills, and confidence in Cloud NGFW, increasing your cybersecurity decision-making ability while reducing the number of support calls. Quickly onboard Cloud NGFW with short learning modules that cover:

- Management capabilities
- Policies
- Rules

Palo Alto Networks Microcredential Cloud NGFW Administrator (PMcNA) validates your expertise and knowledge, giving you more confidence so you can serve as an expert on Palo Alto Networks software firewalls. PMcNA helps you:

- Reduce time to deployment
- Make more informed decisions
- Ensure greater cloud security posture

PMcNA develops your in-depth product knowledge development through the Cloud NGFW courses listed in table 2.



Table 2: Learning Modules

Onboarding	AWS CloudFormation templates (CFTs) simplify provisioning and management
Security policy	AWS firewall manager integration
Deployment models/architectures	Application programming interface (API)
Automation	Terraform
Logging	Troubleshooting



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