



Solution Brief

OneCall Support for Palo Alto Networks

Fast, effective assistance that leverages the combined resources of Datalink and Insight

Datalink OneCall® Support for Palo Alto Networks® takes advantage of the combined expertise of Datalink and Insight to resolve issues with your Palo Alto Networks technologies. Real-time response from engineers who have an in-depth understanding of your solution is available through a convenient, single point-of-contact, which enables rapid and thorough incident resolution.

Our team immediately takes ownership of any issues in your data centers, integrated systems, and heterogeneous environments, and works them persistently until they are fully resolved. The result is enhanced security with fewer calls and without lengthy response times or complex contract administration. This means your IT group is free to focus on higher-level business initiatives.

OneCall for Palo Alto Networks functions as an extension of your team to provide:

- Cost-effective, real-time support and accelerated issue resolution
- Support for solutions built on technology from multiple companies
- Holistic and proactive assistance
- Three 24/7 active/active/active support centers
- Multiple communication routes (phone, email, portal)
- Dedicated escalation channels
- Single-source accountability
- Defined and published service levels
- Full visibility through web-based tools for opening/tracking issues
- Flexible support services such as remote systems and network management

Our 225 certified IT engineers organized in four support tiers resolve more than 1,500 incidents per month and manage more than 600 security devices for our clients, freeing up IT staff to focus on business outcomes. We also provide preventative support through audits and assessments, and advanced training courses to help maximize the security of your infrastructure.

A leader in
Palo Alto Networks support

We are a Palo Alto Networks Diamond Partner, and our expertise has been recognized with a number of advanced designations, including:

- + Accredited Sales Expert (ASE)
- + Accredited Configuration Engineer (ACE)
- + Certified Networks Systems Engineer (CNSE)
- + Certified Professional Services Provider (CPSP)
- + Application Visibility and Risk Report (AVR)
- + Authorized Support Center (ASC) Partner
- + Managed Security Service Provider (MSSP)



Comprehensive support for Palo Alto Networks solutions

With OneCall Support for Palo Alto Networks, you can be confident that security issues will be addressed promptly to ensure the integrity of your data center and the security of your network.

Service feature	Palo Alto Networks	OneCall
Phone and email support	✓	✓
Break/fix troubleshooting	✓	✓
24/7/365 U.S.-based staff coverage and monitoring options	✓	✓
On-site support	✓	✓
Guaranteed 30-minute response for critical issues		✓
Full 24/7 monitoring options		✓
Multivendor support options (using engineering services)		✓
Personalized service		✓
Engineering services (available in 12-hour increments)		✓



Making IT happen

Datalink helps organizations transform technology, operations, and service delivery to meet business challenges. We provide expert guidance on IT investment, working with clients to deliver comprehensive transformations that enhance service levels, support growth, increase operational efficiency, and reduce risk.

Learn more at:
datalink.com

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