

Benefits of ESA

- Simplifies purchasing through controlled costs and predictable/fixed opex
- Simplifies transactional flow with single line-item quote for purchases
- Simplifies the expense tracking and management process by eliminating multiple recurring support costs
- Provides reliable and predictable pricing for the length of the ESA term
- Adapts to changing business requirements—deploy as needed with the assurance that the device will be covered with support
- Buy Earlier, Buy More allows you the opportunity to increase your savings as you continue to buy more. Once the ESA is purchased, future hardware purchases will not incur any additional support fees; therefore, benefits increase as you buy earlier and as you buy more.

Enterprise Support Agreement Overview

Maintaining network security is a mission-critical task. We take our responsibility for your success seriously and are here to provide your team with the coverage you need. However, managing security budgets and support contracts for large-scale networks can be a daunting task, especially when faced with a variety of products and renewal schedules that can slow your ability to react to your business needs.

The Enterprise Support Agreement for Hardware (ESA) is a comprehensive agreement that covers support costs for your existing estate and projected purchases. It is unbounded to cover unplanned purchases as well. This ESA is designed to provide the maximum benefit when you buy earlier and buy more. The more you purchase, the more value you will receive from the ESA. The ESA is ideally suited for customers with large-scale, expanding firewall deployments. To qualify for ESA, your existing estate and projected hardware purchases must exceed \$1.5 million at list price. ESAs can be purchased in 1- or 3-year terms upfront.

Table 1: Enterprise Support Agreement (ESA)	
Includes	Excludes
<ul style="list-style-type: none"> • Hardware • Lab Devices • Platinum or Premium or US Government Support • Standard Support for LABS • M-Series • WF-500 	<ul style="list-style-type: none"> • Mixed-level service on parts replacement • 4-Hour Return Materials Authorization • ASC/Backline Support • Assets acquired through M&A

ESA with Focused Services

Focused Services provides you with personalized support through a designated customer advocate. Under this program, you're assigned a Services Account Manager who will provide tailored support, including weekly reviews, root cause analysis for critical issues, release review and upgrade planning, and a quarterly business review. Your Services Account Manager will become deeply familiar with your implementation and business priorities to proactively drive best practices and help you continuously improve your security posture.

For customers who have a combined estate and projected hardware value between \$5.0 million and \$10.0 million, calculated at list price, Focused Services is included with the purchase of the Platinum ESA.

ESA with Focused Services – Plus Support

Focused Services – Plus provides advanced customer care with direct access to a designated engineer to handle priority cases, paired with deep technical expertise to accelerate incident resolution. Our experts will develop a tailored release strategy for you as well as conduct a yearly Threat Assessment Service that will validate the effectiveness of your controls and help train your staff to make evidence-based policy-tuning decisions. Focused Services – Plus brings you deep technical expertise to maximize the value of your PANW deployment for your network, endpoints and clouds.

For customers who have a combined estate and projected hardware value of between \$10.0 million and \$30.0 million Focused Services – Plus is included with the purchase of the Platinum ESA.

For any customers exceeding \$30 million in combined estate and projected hardware value, two Designated Engineers and two Service Account Managers will be included with the purchase of the Platinum ESA as part of Focused Services – Plus Support.

No matter the size, complexity, or risk profile of your enterprise, Palo Alto Networks has options for support and maintenance suitable for your needs and budget.

How to Qualify

Qualified customers are required to purchase a minimum of \$1.5 million of Palo Alto Networks hardware, including install base and projected hardware, calculated at list price, within the term of the Platinum ESA.

For more information about the Enterprise Support Agreement (ESA), please contact your local Palo Alto Networks representative.



3000 Tannery Way
Santa Clara, CA 95054

Main: +1.408.753.4000

Sales: +1.866.320.4788

Support: +1.866.898.9087

www.paloaltonetworks.com

© 2020 Palo Alto Networks, Inc. Palo Alto Networks is a registered trademark of Palo Alto Networks. A list of our trademarks can be found at <https://www.paloaltonetworks.com/company/trademarks.html>. All other marks mentioned herein may be trademarks of their respective companies. enterprise-support-agreement-overview-ds-082020