

Elite ASC Program



Elite
Authorized Support Centers

Authorized Support
Centers

Elite Criteria:*

- ASC program compliant, including:
 - Current authorization forms received with 24x7 contact details
 - Designated support engineers current on ACE and CNSE
- Consistently performing better than a 20% frontline case quality metric
- Top 20% in Theatre, based on quality measures:
 - ASC case quality metric
 - Customer Survey results (future)
 - Escalation percent (future)
- NextWave compliance and approval

*Note: Criteria subject to change in order to drive continuous improvement and to differentiate the top 20% ASCs

Elite Benefits:

- **“Expert First”** - direct access to senior TAC engineers
- Seat on the ASC Advisory Council
- Early Access to new release training / tools
- TAC exchange program
- Differentiation on Palo Alto Networks website

Review Period

- Bi-annual review, based on past six months of performance
- New Elite ASCs identified in August and in February
- Elite status revoked if non-compliant or performance falls out of top 20%



Expert First

- Prioritized case routing directly to a senior experienced Palo Alto Networks TAC engineer, on qualified cases only
- Qualified Cases
 - Case submitted by designated “Elite” ASC Partners
 - Case submitted through the Customer Support Portal (CSP) website
 - Case submitted by a CSP user with an individual login and email address (no shared/group logins supported)
 - Case submitted by CNSE engineer in good-standing (currently 5.1, must re-certify to 6.1 within 90-days of new exam availability)
- Availability
 - Staffing will target 100% availability during business hours (24x5)
 - But exceptions will apply during spikes in case volume or unplanned staffing absences
 - Weekend support remains limited to P1 cases only, with senior engineers on call as needed.