

Consulting Services: A Part of the Solution Assurance Services Framework

Consulting Services are foundational to our approach for helping customers achieve the highest degree of protection, and remain safe from security threats as the technology landscape changes and business needs evolve. To accomplish this, we offer several consulting options to support all phases of your project lifecycle.

These include:

- **Deployment Assistance:** Deployment assistance helps organizations accelerate the time to production, reduces risk through design assistance, and full-featured implementation.
- **Management Assistance:** Management assistance mitigates the risk of disruption and improves outcomes, when configuration changes are necessary
- **Optimization Assistance:** Optimization assistance provides optimal performance and maximum protection over time

Our consultants are experienced network security professionals and Palo Alto Networks product specialists. They are supported by processes, methodologies, and best practices, which are proven successful in thousands of customer engagements. Our consulting services address the specific needs of our customers in order to deliver successful outcomes. This is why our most successful customers leverage Consulting Services by Palo Alto Networks® the network security company™.

DEPLOYMENT ASSISTANCE

Consulting services can help you with deployment assistance in order to achieve a more complete and reliable implementation to protect your business and deliver results.

Product Implementation Service

Experienced consultants from Palo Alto Networks provide on-site personalized assistance to create the optimal implementation for your business. Armed with extensive knowledge about next-generation firewall product features, and implementation best practices, our consultants will ensure your business is reliably protected from the beginning, by following these steps:

- Business and Technology Assessment
- Solution and Implementation Design
- Install and Configure
- MIGRATE (a process for replacing legacy systems with Palo Alto Networks)
- Promote to Production
- Production Audit, Tuning, and Completion

“Palo Alto Networks took time to understand our business and our requirements. They went the extra mile to be there when we needed them, and helped us get our project done on time.”

Melissa Tony

**Data Communication
Specialist Lead -
Network Security Team**

**University of Pittsburgh
Medical Center**

Beginning with a detailed assessment of your technology environment (security architecture, rules, and other technology) and business requirements, we will lead the effort to design, install, configure, and tune your next-generation firewall.

With our unique MIGRATE capabilities, we can automatically leverage extensive security rules already installed in your legacy firewall systems, without having to reconfigure them.

Finally, we will support you during the testing and acceptance phases and provide expert guidance during the final move to production. Our team will schedule a post-production implementation review to confirm the project was successful, address remaining issues, and fine-tune the final configuration.

With this process, customers save weeks or even months of time that would have otherwise been spent learning, installing, and evolving the system to meet production standards.

Remote Install with Baseline Threat Protection

Installing network security products are critical events, where time, experience and expertise are essential for success. For many organizations, however, staff engineers are consumed with several projects and initiatives, and may not have the time to attend training or promptly install new systems. With time and staff in short supply, it may be challenging to dedicate the proper resources for a successful deployment.

To help customers overcome these challenges, we offer Remote Install with Baseline Threat Protection—a cost effective option to quickly (and properly) install the next-generation firewall with a standard set of options, thus providing the path to accelerate deployment.

This service includes the following:

- Pre-installation planning with customer staff
- Installation, licensing, and product registration
- Interface configuration
- Policy configuration (2 per zone)
- Knowledge transfer—overview of the installation and key product features

Using a proven methodology for planning, installation, and configuration, our experienced installation consultant will ensure that each step of the process is done promptly and accurately. After installation and configuration, the consultant will provide basic knowledge transfer to your project team members to help them manage the system and assume administrative responsibilities.

CHANGE MANAGEMENT SERVICES

Change Impact Analysis and Validation Service

Every security organization must be prepared to manage change. Change can take the form of new security requirements, new technologies, and product updates. Change, from time to time, is inevitable, and spans the range from basic configuration updates to full PAN-OS upgrades.

However, change can introduce concerns about risk. As part of a mission critical initiative, organizations need to carefully evaluate proposed changes that will perform as expected and without unintended consequences.

Change Impact Analysis and Validation Service by Palo Alto Networks helps customers fully understand the impact of planned changes, to minimize risk and ensure successful results. With this service, our next-generation firewall experts will partner with you to execute the following steps:

- Evaluate Planned Changes
- Develop a Test Plan for Change Validation
- Replicate Customer Environment and Apply Changes
- Execute Test Plan and Communicate the Results

The consultant will review the business reasons behind the proposed changes and discuss important design principles to fully understand and document the requirements. Our experienced consultants will apply product and best practices experience to establish an appropriate test plan, which will include pass/fail criteria according to your objectives. We can then quickly establish a test environment based on your current production system and settings, and even using our own lab systems when needed to accelerate the process. Once the consultant has finished executing the test plan, results will be analyzed, and a detailed report will be provided outlining our findings and next step recommendations.

Change Impact Analysis and Validation Services by Palo Alto Networks helps customers eliminate unnecessary changes, and validate the impact of proposed changes before moving into production, thus saving time and reducing exposure to risk.

OPTIMIZATION SERVICES

Successful organizations are not idle once a technology solution is operational. Both business requirements and security challenges evolve over time, and the solution must adapt to address new needs. This is especially true for network security initiatives, which operate in a constantly changing landscape of technology and threats.

Keep your next-generation firewalls operating at peak performance with Optimization Services by Palo Alto Networks. Our experienced consultants will apply product expertise and best practices knowledge to evaluate and optimize your next-generation firewall system.

Configuration Review and Optimization Service

The Configuration Review and Optimization Service involves three specific steps to uncover and address opportunities to optimize a deployment. At each step in the process, our experienced consultants will apply their extensive knowledge of Palo Alto Networks next-generation firewalls and best practices to identify recommended changes, which when implemented, will lead to optimal results.

Architecture Review: The consultant partners with the customer to review architecture and topological design of your next-generation firewall. The consultant will validate the appropriate platform for current and projected performance requirements and will help determine a future migration plan for when requirements change. In addition, the consultant review management and log monitoring options available from Palo Alto Networks and technology partners.

System Health Check: The consultant will analyze the existing production system and gather performance metrics. The consultant will review firewall system parameters, such as sessions, resources, and drops to verify that the firewall is performing optimally. Additional checks will review traffic, threat, and system logs to identify recommended changes where applicable.

Configuration Audit: Our consultant will review the existing or proposed next-generation firewall configuration. We will compare the configuration with current best practices and provide feedback if there are optimizations available to increase performance. The consultant will also validate the configuration of the next-generation firewall and suggest ways to make the best use of various features

Product Tuning and Configuration Change Implementation (optional): If needed, our consultants can incorporate all recommended changes into a separate statement of work, and then implement them for the customer. This may include configuration and policy changes, enabling improved analytics, and more.

With the Health Check and Configuration Audit service, organizations can get peace of mind that they are getting the optimal levels of protection and performance from the Palo Alto Networks next generation firewall.

About Solution Assurance Services by Palo Alto Networks

Consulting services are an important part of the Palo Alto Networks Solution Assurance Services framework for deploying and maintaining the next-generation firewall.

With this in mind, Palo Alto Networks offers Solution Assurance Services, designed to help customers get maximum protection and value out of their investment from the beginning of their projects. By providing the right combination of consulting, education, and support services, along with proprietary product and best practices expertise, Solution Assurance Services help organizations optimize every phase of firewall implementation—from pre-installation to ongoing production management.

Save Time, Reduce Risk, Maximize Value. Let us help you maximize functionality, reliability, and availability in order and achieve overall success and satisfaction in order to achieve the full potential benefit with your next-generation firewall. Deploy, manage, and optimize your network security project with Palo Alto Networks Solution Assurance Services.