



Palo Alto Networks Recognized by J.D. Power and TSIA for Exceptional Support Services

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Certification Adds to Growing List of Awards and Certifications for Palo Alto Networks Customer Support

SANTA CLARA, Calif., Jan. 20, 2016 /PRNewswire/ -- Palo Alto Networks® (NYSE: PANW), the next-generation security company, today announced it has achieved a new certification under the J.D. Power Certified Assisted Technical Support Program.

Jointly developed by J.D. Power and the Technology Services Industry Association (TSIA), this program evaluates overall customer satisfaction, efficiency, and effectiveness in assisted support. The certification helps businesses identify those companies that have demonstrated excellence in assisted support before selecting which technology products to purchase.

To achieve this latest J.D. Power certification, Palo Alto Networks met the rigorous quality and performance standards required by J.D. Power by exceeding requirements and meeting an extensive list of certification criteria.

This certification builds upon several previously received accolades for Palo Alto Networks customer support; the company [received TSIA Worldwide Rated Outstanding Assisted Certification](#) for commitment to customer support and success in 2015 and was honored with the [Fall 2014 Technology Services Industry Association \(TSIA\) STAR Award](#) for Innovation in the Delivery of Support Services.

QUOTE

- "We're thrilled to honor Palo Alto Networks for their dedication to excellence in customer service with the J.D. Power and TSIA Certified Assisted Technical Support Certification. By undergoing this rigorous certification process, Palo Alto Networks has clearly demonstrated its willingness to go the extra mile for their customers."
- Tom Pridham, senior vice president, major membership development and general manager operational best practices and advanced services for TSIA
- "Palo Alto Networks mission is to maintain trust in the digital age. J.D. Power is a highly trusted brand, and this certification demonstrates the accomplishments of a team dedicated to innovating processes and technology to deliver tangible results to our customers, all with the goal of preventing successful cyber breaches. We are proud to receive this certification, and we remain committed to delivering an exceptional support experience for our customers as part of our mission."
- Brett Eldridge, senior vice president of global customer services at Palo Alto Networks

Palo Alto Networks continually invests in people, infrastructure, and tools to ensure the right service, support, and enablement options are available for our customers. With well-defined, business-critical customer support options, 24/7 availability, and a global network of support centers, organizations of all sizes and complexity around the world rely on Palo Alto Networks Customer Support for prompt and dependable service. This latest certification underscores that Palo Alto Networks is truly a customer-focused organization and best-in-class.

To learn more about Palo Alto Networks support, visit <https://www.paloaltonetworks.com/support/tabs/overview.html>.

To learn more about the J.D. Power Certified Assisted Technical Support Program, visit <http://www.jdpower.com/solutions/certified-assisted-technical-support-program>.

About Palo Alto Networks

Palo Alto Networks is the next-generation security company, leading a new era in cybersecurity by safely enabling applications and preventing cyber breaches for tens of thousands of organizations worldwide. Built with an innovative approach and highly differentiated cyberthreat prevention capabilities, our game-changing security platform delivers security far superior to legacy or point products, safely enables daily business operations, and protects an organization's most valuable assets. Find out more at www.paloaltonetworks.com.

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To view the original version on PR Newswire, visit: <http://www.prnewswire.com/news-releases/palo-alto-networks-recognized-by-jd-power-and-tsia-for-exceptional-support-services-300206831.html>

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