



## Palo Alto Networks Rated Outstanding By TSIA For Commitment To Customer Support And Success

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SANTA CLARA, Calif., Sept. 8, 2015 /PRNewswire/ -- Palo Alto Networks® (NYSE: PANW), the next-generation security company, today announced that it has received the prestigious North America Rated Outstanding Assisted Support certification from the Technology Services Industry Association (TSIA), the leading association for today's technology services organizations, underscoring the Company's excellence in customer success and support.

This certification distinguishes organizations that deliver excellence across all significant modes of technical support, and recognizes that Palo Alto Networks customer support standards and processes will help customers maximize their technology investment.

### Quotes:

- "To achieve certification, Palo Alto Networks passed a rigorous set of Assisted Support best practices criteria during a recent audit conducted by TSIA. When customers see the TSIA North America Rated Outstanding Assisted Support logo, they can be confident that Palo Alto Networks has the people, processes, and technology in place to provide exceptional support." – Tom W. Pridham, senior vice president of Major Accounts and general manager of Operational Best Practice Programs, TSIA
- "The TSIA North America Rated Outstanding Assisted Support certification recognizes that Palo Alto Networks meets the highest industry support operations standards and is validation of our longstanding unwavering commitment to our customers." – Brett Eldridge, senior vice president of Global Customer Services at Palo Alto Networks

The TSIA Rated Outstanding Assisted Support certification process represents the collective experience of more than 50 leading technology companies. Benchmarks for the Palo Alto Networks certification include over 160 best practices across three categories of technology service and support—from agent-based support to core business practices to outsource partner management. With this certification, Palo Alto Networks customers can be assured that their products are backed by high-quality after-sales support processes.

### 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](http://www.paloaltonetworks.com).

### ABOUT TSIA

The Technology Services Industry Association (TSIA) is the world's leading organization dedicated to advancing the business of technology services. Technology services organizations large and small look to TSIA for world-class business frameworks, best practices based on real-world results, detailed performance benchmarking, exceptional peer networking opportunities, and high-profile certification and awards programs. TSIA corporate members represent the world's top technology companies as well as scores of innovative small and mid-size businesses in four major markets: enterprise IT and telecom, consumer technology, healthcare and healthcare IT, and industrial equipment and technology. TSIA's editorial blog, [Inside Technology Services](#), is widely recognized by technology service professionals for providing thought leadership and insights into industry trends and best practices. Visit us at [www.tsia.com](http://www.tsia.com), follow us on Twitter [@TSIACommunity](#), or connect with us on [LinkedIn](#) and [Google+](#).

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