



# Cortex Xpanse Standard and Premium Success Plans

## Premium Success Benefits

- **Continuous assistance:** Rely on a team of industry-leading security experts to ensure you quickly identify any risky assets and services.
- **Optimized security posture:** Enhance your security by following best practices guidance from our Customer Success team.
- **Seamless operational alignment:** Leverage the experience of the Customer Success team to extend your team's capacity to reach maximum operational efficiency with your Palo Alto Networks investment.
- **Creation of business processes and workflows:** Our Customer Success experts will be your thought partners in creating business processes and workflows to fully integrate and operationalize Xpanse into your security operations workflow.

Get the most out of the Cortex Xpanse Attack Surface Management (ASM) platform with Customer Success packages that provide you with trusted, proven advisors throughout your ASM journey and rest easy knowing you have true visibility into your full internet attack surface.

At Palo Alto Networks, we strive to be the cybersecurity partner of choice, protecting your digital way of life. Our Customer Success team partners with you to help secure your business and drive the technical outcomes that mean

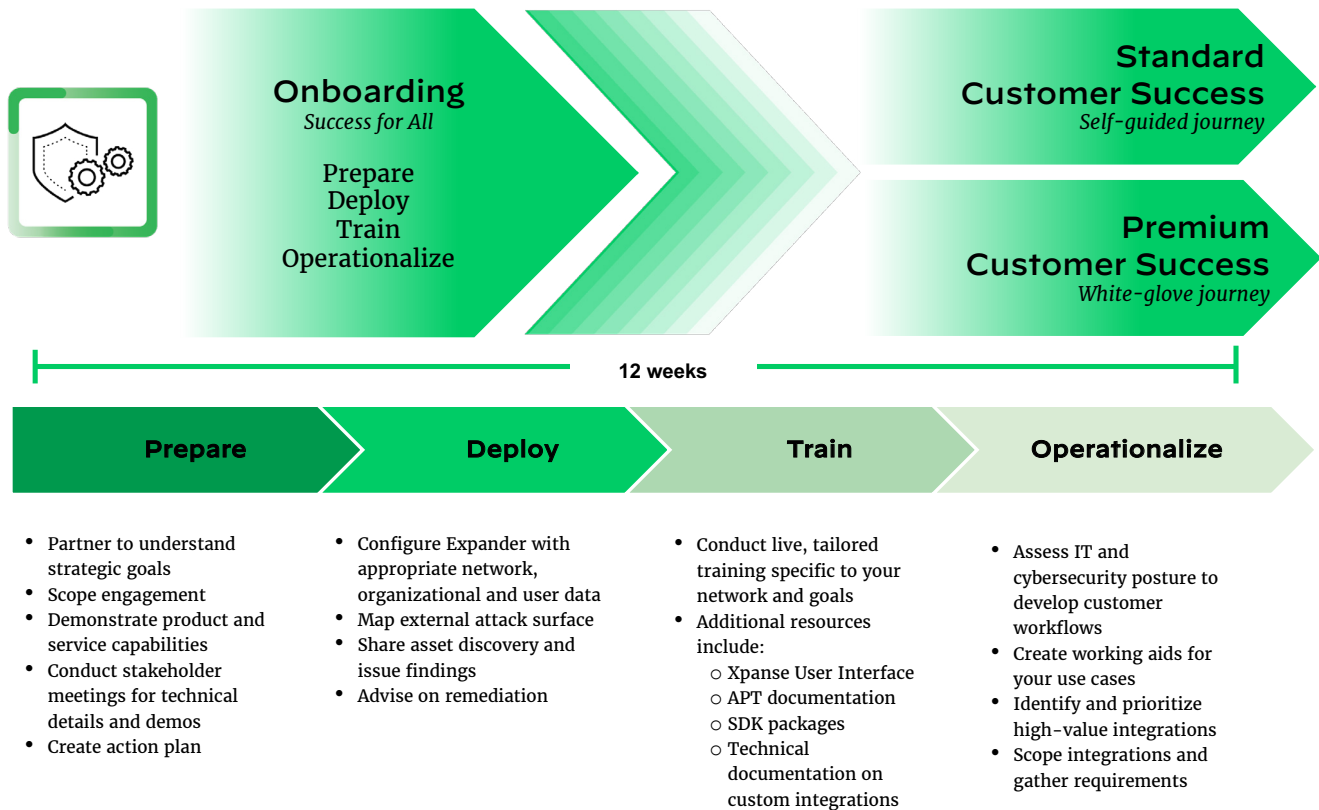
the most to you. We are your advocates, product experts, and strategic advisors to help you operationalize your Cortex® Xpanse™ platform.

Gaining and maintaining visibility into your internet-facing assets is mission-critical. Our Customer Success team is dedicated to helping you get the most value from your security investments and helping you discover, evaluate, and mitigate risks to your global internet attack surface to secure your organization.

## Solution Onboarding

Our Customer Success team will assist both Standard and Premium Success customers with detailed onboarding to introduce your team to the concepts of Internet Operations Management and ASM. This 12-week onboarding process will focus on how to use the Expander platform and integrate it into your processes and tech stack to create and execute an ASM strategy that is right for your organization.

Following these 12 weeks of intensive, hands-on solution onboarding, our Customer Success team will continue to serve either as close advisors for Premium Success customers or more hands-off experts for Standard Success customers. For the lifetime of your subscription, you will continue to receive expert service from Expander experts as follows.






**Figure 1:** Onboarding journey available to all customers

## Success Plans

Success is a partnership. That’s why every customer gets a Standard Customer Success plan that includes training, initial operationalization, and limited product customization. The recommended Premium Customer Success plan gives you access to Customer Success experts who will advise on your entire ASM strategy to ensure you get the most out of your Xpanse investment. Whether it is with personalized answers to all of your product-related questions, understanding your SOC ecosystem and coordinating technical integrations, or making process recommendations to help reduce your mean time to detect, the Customer Success team will continuously assist you in optimizing your security posture with the Xpanse ASM platform.

- **Standard Customer Success**, included with every Xpanse subscription, makes it easy for you to get started. You’ll have access to self-guided materials, customized training, and out-of-the-box integrations to get you up and running quickly.
- **Premium Customer Success**, the recommended plan, guides you through your entire Xpanse journey to enable fast, easy attack surface analysis and engineering support focused on designing, configuring, and building technical integrations and workflows. The Customer Success team will give you a personalized experience to help you realize an optimal return on investment. Our technical team will help solve any challenges you come across.

			STANDARD CUSTOMER SUCCESS	PREMIUM CUSTOMER SUCCESS
		Customer Success Deliverables	Self-guided journey	White-glove journey
	Training & Support	Engagement manager for Support issues	Email only 5 business days SLA	All Channels, within 24 hours
		Access to KB & online documentation	●	●
		Customized training		●
		Dedicated Slack channel		●
	Operationalization & Integration	Regular operational check-ins	Quarterly	Weekly
		Executive business reviews	Annual	Quarterly
		Customized workshops		●
		Live support for all productized integrations		●
		Executive reporting		●
		Competitive benchmarking by industry or peer group		●
		Create Expander business process & workflows		●
Confidence levels of assets attribution reports		●		
	Product Customization	Access to new service payloads & issue policies	●	●
		Customized issue prioritization & assignment	●	●
		On-demand bulk updates to assets annotations		●
		Creation of custom issue policies		●

**Figure 2:** Success Plans’ features comparison

## Training and Support

Our team of experts will deliver a training plan to ensure proper knowledge transfer takes place so your team can be educated and informed on ASM. You will also have access to a dedicated expert who will be your point of contact for technical and strategic guidance.

Table 1: Training and Support		
Description	Standard	Premium
Access to an Xpanse expert who will be your point of contact for technical and strategic guidance, as well as project management on your program	Email only 5 business days SLA	All channels, same day
Access to a knowledge base covering product interface and common use cases	•	•
Customized product training to assist with your knowledge transfer		•
Dedicated Slack channel allowing your team to engage your Customer Success manager and other Cortex Xpanse experts as needed		•

## Operationalization and Integration

We believe the most successful organizations have a deep understanding of the products they use. Our Premium Customer Success plan includes expert operations, advisors, and strategic guidance on the Xpanse ASM platform so you can integrate the technology into your security operation workflows. Whether it is through quarterly executive reviews and accompanying executive reporting for your cybersecurity leaders or customized technical workshops for your SOC staff, the Customer Success team will be there to help you drive your own success. We also provide you perspective on your organization's performance with its industry and peer group via benchmarking assessments, and advise you on your journey by identifying areas for improvement and measuring your growth over time. Additional assistance, such as creation and execution of custom scripts and advanced API features are available as an additional service.

Table 2: Operationalization and Integration		
Description	Standard	Premium
Check-ins between your operational teams and Xpanse	Quarterly	Weekly
Executive reviews to set the direction for your Xpanse deployment and provide joint updates from Xpanse's experts and your working team	Annual	Quarterly
Customized workshops to develop and/or expand use cases that meet your strategic goals		•
Access to and support for all productized integrations and documentation, along with playbooks for each integration to provide recommended workflows		•
Executive reporting to assess progress against your strategic goals		•
Competitive benchmarking by industry or peer group to show how your organization compares, identify areas for improvement, and measure progress over time		•
Development of Expander business processes/workflows and creation of related documentation to drive action from Xpanse data		•
Documentation of confidence levels for asset attribution		•
Basic 'how-to' guidance on extracting data from the Expander UI and portfolio of Xpanse APIs		•


## Product Customization

With Premium Customer Success, our team will customize your product to match your ASM strategy to ensure your investment is protecting your business. While our Standard Customer Success offering provides you with the tools to address the latest cybersecurity vulnerabilities and customize your workflows, Premium Customer Success upscales these offerings and empowers you to use Xpanse’s automation to identify the risks that most concern your SOC.

Table 3: Product Customization		
Description	Standard	Premium
Access to new service payloads and issue policies created for all customers as prioritized by our team of cybersecurity experts	•	•
Ability to customize the priority and assignment of generally available issues within the product	•	•
On-demand bulk updates to asset annotations to ensure our inventory best reflects your business context (2-week SLA)		•
Creation of custom issue policies to automatically set priorities and assign workflows based on your context (SLAs vary depending on scope)		•

## More Information

To learn more about Palo Alto Networks support offerings, visit [paloaltonetworks.com/support](https://paloaltonetworks.com/support) or contact your local account manager. For product information, visit [paloaltonetworks.com/products](https://paloaltonetworks.com/products).



2015 - 2020: Palo Alto Networks, Inc. has been recognized by J.D. Power for six consecutive years for providing “An Outstanding Customer Service Experience” for its Assisted Technical Support.

## Why Palo Alto Networks?

Palo Alto Networks is committed to your success in preventing cyberattacks. Our award-winning services and support organization gives you timely access to technical experts and online resources to ensure your business is protected. We take our responsibility for your success seriously and continuously strive to deliver an exceptional customer experience. Our entire services organization and Authorized Support Centers are there to ensure maximum uptime and streamlined operations.



2015 - 2020: TSIA certification recognizes that Palo Alto Networks meets the highest industry support standards and has achieved Global Rated Outstanding Assisted Support for a sixth consecutive year.