Palo Alto Networks – BOLL Premium Backline Support

For products which are purchased via BOLL Engineering AG, the following support options are available:

Palo Alto Networks Frontline Support

Palo Alto Networks' direct Frontline Support (Premium, Platinum) 7x24, available for projects with lifetime value > 250k$ (SVC-PREM or SVC-PLAT).

Premium Backline Support (BKLN Support)

Partner enabled Support through Authorized Support Center (ASC) – Premium Backline Support (SVC-BKLN). Available either via partner or BOLL Engineering AG.

BOLL Premium Backline Support (formerly known as „BOLL Gold Support"), whereas BOLL Engineering AG acts as the Authorized Support Center (ASC), includes:

5x8 support via electronic ticketing system and/or telephone hotline (during Swiss business hours)

Management of support incidents and RMA processing by BOLL Engineering AG in accordance with Palo Alto Networks.

Support Process:

End user opens a request preferably with the partner (or directly at BOLL Engineering AG). After first level troubleshooting is provided, the partner opens an incident at BOLL Engineering AG.

Hardware RMA Process:

BOLL Engineering AG will handle the RMA ticketing together with Palo Alto Networks. Customers with Platinum, Premium or Partner enabled Support will receive Next Business Day (NBD) delivery, if the RMA order is received by the logistics provider by 3 p.m. at the depot from which it is being shipped. The decision to approve an RMA is up to Palo Alto Networks.

Palo Alto Networks runs spare depots across the globe, also in Switzerland (Embrach ZH).

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