

## Palo Alto Networks Certified by J.D. Power

### Recognized for Providing an Outstanding Assisted Support Channel Customer Experience

**WESTLAKE VILLAGE, Calif.: 20 January 2016** — Palo Alto Networks (NYSE: PANW), has achieved certification by exceeding the average certification scores under the J.D. Power 2015 Certified Assisted Technical Support Program.<sup>SM</sup> This distinction recognizes Palo Alto Networks for delivering "An Outstanding Customer Support Experience" to customers through the assisted support channel over the phone and online.

For more information on the [Certified Assisted Technical Support Program](#), please visit [www.JDPower.com](http://www.JDPower.com).

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

- To become certified, an organization must attain customer satisfaction scores among the top 20% of network systems companies nationally, based on J.D. Power's extensive technology industry benchmark customer satisfaction research. The organization must also pass a detailed audit of its support policies and procedures.
- J.D. Power evaluated Palo Alto Networks on its assisted support over the phone and online channel. For the certification, J.D. Power conducted a survey of Palo Alto Networks North America customer base to establish an overall customer satisfaction index score, as well as on-site audits at Palo Alto Networks facilities.
- The certification is valid for one year.

"By passing rigorous standards of the certification process, Palo Alto Networks demonstrates a highly customer-focused culture that is committed to delivering the highest quality of service and support to its customers," said **Ritesh Kochhar, director of contact center solutions at J.D. Power**. "Palo Alto Networks clearly understands the powerful influence service and support have on the overall customer experience."

"We're thrilled to honor Palo Alto Networks for their dedication to excellence in customer satisfaction with the J.D. Power and TSIA Certified Assisted Technical Support Certification," said **Tom Pridham, senior vice president, major membership development and general manager operational best practices & advanced services for TSIA**. "By undergoing this rigorous certification process, Palo Alto Networks has clearly demonstrated a strong commitment to going the extra mile for their customers."

"J.D. Power is a highly trusted brand and this certification demonstrates Palo Alto Networks' investment in customer-focused people, dedicated to innovating processes and technology that deliver tangible results for our customers," said **Brett Eldridge, senior vice president of global customer services at Palo Alto Networks**. "We are proud to receive this certification and remain committed to delivering an exceptional support experience for our customers."

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#### **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 <https://www.tsia.com/> follow us on Twitter [@TSIACommunity](#), or connect with us on [LinkedIn](#) and [Google +](#).

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