

Why choose Natilik to support your Palo Alto Networks firewalls?

With the threat landscape constantly evolving and cyber security incidents on the rise, there are many benefits of having a trusted partner to help manage your security infrastructure. However, what makes a managed service from Natilik stand out?



1. Faster issue resolution

Natilik has a team of expertly trained engineers available on first-line support who, in many cases, resolve your issues without the need for escalation. The team works with urgency to see that any issues that do arise are resolved quickly and efficiently.



2. Simplified support experience

Natilik has a clearly defined support process so, after initially raising a case, you will have one main point of contact keeping you updated on your issue until it gets resolved. The team takes pride in incident ownership and will keep you updated as developments are made, with many issues resolved promptly without escalation.



3. Team of experts

ASC partners meet stringent program requirements and Natilik has a host of certified Palo Alto Networks security experts who will work on your case directly so you can be confident that your infrastructure is in a safe pair of hands.



4. Proven and trusted partner

Natilik's technical expertise ensures clients receive the highest quality of support, which translates into a best-in-class NPS score of 51 and client retention of 98%. This level of service is acknowledged by Palo Alto Networks as Natilik is an award-winning platinum innovator partner.



5. Cross-architecture visibility

Choosing Natilik as your end-to-end technology partner enables the team to have a holistic view of your infrastructure, leading to faster identification of any issues and quicker remediation when they do occur.

Contact us and find out more today.