



# The Complete Guide to Harmony SASE Support



Harmony  
SASE

Organizations worldwide are adopting Harmony SASE for secure access to data and applications, enabling a protected and productive workforce. To ensure a seamless experience, the Harmony SASE support team can help you with SASE deployment, configuration, and general troubleshooting.

With our global reach and dedicated team, Harmony SASE support keeps your business secure, efficient, and resilient.

## Primary Responsibilities

- **Technical Support:** Guidance on resolving technical issues, errors, or connectivity problems within the Harmony SASE environment
- **Implementation Assistance:** Help organizations deploy and integrate Harmony SASE into their existing network infrastructure
- **Configuration and Policy Assistance:** Assist in designing and configuring SASE policies and rules
- **Monitoring & Reporting:** Assist with traffic monitoring, threats, and network performance issues to maintain system security and stability
- **Escalation process:** Tiered support structure to escalate complex issues to specialized teams within our organization
- **Training and Knowledge Transfer:** Provide resources, documentation, and training so that IT professionals can manage and operate the platform independently

## Harmony SASE Support Model, Tiers, and Support Process

The Harmony SASE support model typically uses a tiered structure to handle customer issues efficiently and escalates them to higher levels of expertise when necessary. The different tiers in the support model match the complexity of individual problems and the skills required to resolve them.

### Tier 1: Primary Support (Technical Product Support)

**Focus:** Initial support for everyday issues to help you stay productive

#### Responsibilities:

- **Initial Contact Point:** First responders to incoming support requests, usually via phone, email, or chat
- **Primary Troubleshooting:** Handles simple issues such as login problems, configuration queries, or usage guidance
- **Help Line:** Provides information about basic product functionality and configuration, and/or guide the user through public knowledgebase articles
- **Information Gathering:** Collects relevant information from the customer, including system logs, error messages, and screenshots, to understand the issue
- **Ticket Creation and Classification:** Creates a detailed support ticket with all relevant information, categorizing it based on severity and priority
- **Resolution of Common Issues:** Handles issues that can be resolved through predefined solutions or scripts, such as resetting a password, fixing minor configuration errors, or answering FAQs

**Escalation:** If the issue cannot be resolved at this level, we escalate the ticket to **Tier 3** for more in-depth troubleshooting

### Tier 3: Primary Support (Technical Product Support)

**Focus:** Advanced, expert-led troubleshooting for more complex issues.

#### Responsibilities:

- **Advanced Troubleshooting:** Dive deep into technical challenges by analyzing logs, reviewing configurations, and uncovering root causes. Using expert-level knowledge of product architecture, components, and advanced troubleshooting techniques, the team delivers comprehensive support for both individual components and the entire solution. They resolve complex issues, such as performance bottlenecks, network disruptions, and configuration inconsistencies within the SASE environment, ensuring seamless system operation.
- **System Diagnostics:** Perform diagnostics, reviewing system logs, security events, and configuration files to identify the root cause of the issue
- **Guidance and Configuration Adjustments:** Provide detailed assistance on configuring Harmony SASE features, such as firewall policies, VPN setups, or secure web gateway configurations
- **Integration Support:** Assist with complex integrations between Harmony SASE and other third-party systems
- **Escalation to Development:** Work with the core product development teams to address deeper system issues or deliver new features when necessary
- **Resolution:** Tier 3 often works with internal development teams or hardware vendors to resolve complex issues, which might involve issuing hotfixes, patches, or system updates

**Escalation:** When the problem involves deeper architectural issues or software bugs, the issue is escalated to **Tier 4** for specialized support and, when required, directly to R&D

### Tier 4: Escalation Engineer (extension of R&D within the CSE organization)

**Focus:** R&D-level support for resolving more complex and unusual challenges

#### Responsibilities:

- **Deep-Level Troubleshooting:** Ability to investigate complex cross-functional production issues. Has full access to the internal source code for review, debugging, and workaround purposes. Capable of providing code fixes in the form of hotfix patches or fix version releases
- **Support Customer-Facing Teams:** Assist with complex implementation and automated procedures to reduce complexity and improve stability
- **Matrix Manager:** Work closely with all R&D relevant stakeholders

## High-Level Support Process

We designed our support process to efficiently address issues based on severity and impact.

The steps generally include:

### 1. Issue Identification & Logging

- Users contact the Harmony SASE support team via email, phone, or support portal
- User creates a support ticket, and the system logs and categorizes it by issue type (e.g., critical, major, minor)

### 2. Initial Troubleshooting (Tier 1)

- The support team reviews the case and applies primary troubleshooting methods
- If resolved at this stage, the ticket is closed, and the customer is informed of the resolution

### 3. Escalation to Higher Tiers

- If the problem is complex or cannot be resolved at Tier 1, it is escalated to Tier 3 or higher, depending on the complexity
- During escalation, we maintain detailed documentation that includes error logs, system configurations, and any previous troubleshooting attempts

### 4. Issue Resolution:

- The appropriate support team (Tier 1/3) works on diagnosing and resolving the issue and may collaborate internally or with external partners if needed
- The team may implement configuration changes, software patches, or provide a workaround while developing a permanent fix

### 5. Customer Communication:

- Throughout the support process, we regularly update the customer about the status of the ticket, including any escalations and expected resolution times
- Detailed reports may be provided post-resolution, especially for critical incidents

### 6. Ticket Closure & Feedback:

- Once the issue is resolved, the ticket is closed
- We may ask the customer to provide feedback on the support experience, which we use for process improvements

### 7. Root Cause Analysis (RCA) for Critical Issues:

- In cases of critical outages or repeated issues, the support team may perform an RCA and share the findings with the customer to prevent future incidents

## SLA and Prioritization

The SLA (Service Level Agreement) defines response and resolution times based on issue severity:

- **P1 (Critical):** Immediate attention, available 24/7 availability. For major disruptions like complete network outages, our team provides top-priority assistance to get you back online as quickly as possible
- **P2 (High):** Substantial performance degradation or service functionality loss—may have longer resolution times but still prioritized
- **P3/P4 (Medium/Low):** Routine requests, minor issues, or feature inquiries—response time depends on capacity and addressed during business hours

The SLA also defines the level of service Harmony SASE customers can expect from our support team. This mainly refers to the **Response Times**, which outlines the time frame that support teams can acknowledge and begin addressing issues. All response times are based on severity level:

Severity Level	Criteria	Response Time (measured after Company receipt of Support Request)
Severity 1 Critical	a) Software Product, Services and/or component thereof that is completely inaccessible, or most of its functionality is unusable having critical impact on the customer's business operations if not restored quickly within the next 30 minutes; or	30 Minutes
	b) A workaround to a failure is not immediately available	
Severity 2 Major	a) One (1) or more key features/ components of the Software Product and/or the Services are unusable for a significant number of users; or	1 Business Hour
	b) Unable to perform basic Software Product actions and/or Service functions; or	
	c) Significant degradation in basic functions or features	
Severity 3 Minor	a) A Software Product and/or Service features/ components are not operating in accordance with the Documentation which does not fall into an Error; or	2 Business Hours
	b) Enhancements or defects in the Software Product and/ or Services that are targeted for updates, but do not result in the significant loss or degradation in functionality in a major Software Product and/or Service features/ components; or	
	b) Functionality is noticeably impaired or degraded but the customer's use of the Software Product and/or Services can continue; or	
	b) Workaround is available	
Severity 4 Low	a) All enhancements and new functionality requests; or	1 Business Day
	b) The customer requires information or assistance on capabilities, installations and/or configurations of the Software Product and/or Services and/or Privacy and Compliance requests	

## Key Tools and Technologies Used in Support

- **Ticketing System:**
  - Externally, Freshdesk (and later Salesforce) manages customer tickets, ensuring proper escalation and tracking of all issues
  - Internally – Jira manages bugs and any product issue with R&D
- **Remote Diagnostics Tools:** Enables the support team to remotely diagnose network issues and view real-time data from the customer's network
- **Knowledge Base:** Provides a searchable database of common issues, solutions, and best practices for both support teams and customers
- **Monitoring Systems:** Continuous monitoring of the Harmony SASE environment to detect potential issues before they impact service

## Support Models

Harmony SASE uses a **24/7 on-call model**. This approach allows us to provide anytime assistance, regardless of your geographic location or time zone, with minimal delay in resolving issues. Our team is located throughout EMEA and the USA.

### 24/7 On-Call Support Model

Harmony SASE has a dedicated team of support and R&D engineers available **24 hours a day, 7 days a week**.

#### Key Features:

- **Continuous Availability:** The support team operates without interruption; customers can receive help at any time, including weekends and holidays
- **On-Call Engineers:** Engineers or support staff are designated as “on-call” during specific shifts to respond to issues that arise outside regular business hours
- **Shift-Based Coverage:** Support is often provided through rotating shifts, where support engineers work in designated blocks of time (e.g., morning, evening, or overnight shifts)
- **Immediate Response to Critical Issues:** For critical issues (e.g., service outages, security incidents), an on-call engineer is available to respond immediately, regardless of when the issue occurs
- **Single Location or Multiple Locations:** The support team may be centralized in one or a few locations, with engineers taking turns covering the night shifts or weekends

**Advantages:**

- **Uninterrupted Support:** Customers can receive assistance at any time, thanks to 24/7 support
- **Effective for Critical Issues:** We can address critical issues at any time, minimizing potential downtime

**Comprehensive Support for Seamless SASE Operations**

With a tiered structure, global expertise, and advanced tools, Harmony SASE support ensures every issue is handled with precision and care. Whether deploying, troubleshooting, or optimizing your network, our team is committed to providing seamless support that empowers your organization to thrive in today's complex digital landscape.