Palo Alto Networks Deepens Commitment to Top 2,000 Customers With Exclusive Unit 42 Rapid Incident Response Offering

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Palo Alto Networks recognizes 15+ years of customer trust with "no-cost" Unit 42 Retainer, expanding its commitment to being the cybersecurity partner of choice

SANTA CLARA, Calif., Nov. 14, 2023 /PRNewswire/ -- In recognition of customers that have put their trust in Palo Alto Networks® and recent heightened threat activity, Palo Alto Networks (NASDAQ: PANW) today announced a free and instant Unit 42® Incident Response Retainer to further support qualified customers at their most critical times.

Unit 42 has handled some of the largest cyberattacks in history and has deep expertise in responding to challenging cyber risks and advanced threats, including nation-state attacks, advanced persistent threats (APTs), and complex ransomware investigations. The retainer provides customers with their first 250 hours of Unit 42 incident response services, a two-hour response time agreement, access to Unit 42's incident response team 24/7/365 and threat intelligence expertise – for free.

Nikesh Arora, Chairman and Chief Executive Officer of Palo Alto Networks, said:
"Customers have been trusting Palo Alto Networks as their cybersecurity partner of choice for over 15 years. Today, we are stepping up our commitment, making sure that our most loyal customers have leading incident response and threat intelligence capabilities available exactly when they need them. With the free and instant Unit 42 Incident Response Retainer, customers have peace of mind that in the event of an attack, Unit 42 is ready to respond to reduce operational impact within two hours."

To put the threat landscape in perspective, there were nearly 70 million records exposed due to data breaches[1] in 2005 when Palo Alto Networks was founded; in 2023, there have been 5.4 billion records breached (so far) - a 7,614% increase.[2] The impact of a cyberattack can be tremendous; 47% of organizations report severe material impact[3], and publicly traded companies suffered an average decline of 7.5% in their stock values after a data breach[4].

Wendi Whitmore, SVP of Unit 42, Palo Alto Networks, said:
"The scale, sophistication, and speed of attacks, coupled with the expanding attack surface, mean protecting your organization is more challenging than ever. Quick response makes all the difference — your defenses must outpace the time needed to execute an attack.

Our newly announced offer allows our customers to leverage Unit 42's team of expert incident responders — on standby 24/7 — to quickly investigate, contain, and remediate attacks and ultimately strengthen their security posture to prevent attacks from recurring."

Availability
The complimentary Palo Alto Networks Unit 42 Incident Response retainer is available now for qualified customers. This offer is available through January 31, 2024.

About Palo Alto Networks
Palo Alto Networks is the world's cybersecurity leader. We innovate to outpace cyber threats so organizations can confidently embrace technology. We provide next-gen cybersecurity to thousands of customers globally across all sectors. Our best-in-class cybersecurity platforms and services are backed by industry-leading threat intelligence and strengthened by state-of-the-art automation. Whether deploying our products to enable the Zero Trust Enterprise, responding to a security incident, or partnering to deliver better security outcomes through a world-class partner ecosystem, we're committed to helping ensure each day is safer than the one before. It's what makes us the cybersecurity partner of choice.

At Palo Alto Networks, we're committed to bringing together the very best people in service of our mission, so we're also proud to be the cybersecurity workplace of choice, recognized among Newsweek's Most Loved Workplaces (2023, 2022, 2021), with a score of 100 on the Disability Equality Index (2023, 2022), and HRC Best Places for LGBTQ Equality (2022). For more information, visit www.paloaltonetworks.com.

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[1] Source: The History of Data Breaches, Digital Guardian, 2022

[2] Source: IT Governance, 2023

[3] Source: Omdia Cybersecurity Decision Maker Survey 2023, October 2023

[4] Source: Harvard Business Review, May 2023

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