



Elite Partner Support SonicWall is Here When You Need Us!

Dedicated Level 2 Support Resources for SonicWall Partners Only

If there's one thing you never want to hear when reaching out for advanced support, it's some automated system giving you an estimated wait time. When you have a tough problem to solve and a customer waiting for your help, you can leave those wait times behind with SonicWall Elite Partner Support.

To make sure our Elite Support Team is always available, we're asking each partner to designate a central caller from their help desk team. Each designated caller will have a unique PIN that they'll use to call in and report cases, and they'll remain the main point of contact for those cases as they go on. With Elite Support, all your field engineers need to do is to call into your in-house help desk to obtain L2 support from SonicWall.

And, unlike our Premier Support Program in which customers buy a specific number of cases, Elite Partner Support has no cap on open cases. The only requirement is that the cases be L2 and above, which should be easy since your in-house support people are all trained to handle support issues up to L1.

With our new systems, your central caller will have direct access to explicitly selected, highly skilled SonicWall subject matter experts (SMEs), so you'll always have the right resource for each case.

To find out more, please [connect with a SonicWall representative](#), or learn more about all the other reasons to [become a SonicWall SecureFirst Partner](#)!