

Introducing Software NGFW Credits

Frequently Asked Questions

Q: What are Software NGFW Credits?

A: "Software NGFW Credits" are the name of the credits that customers can now purchase to procure our software next-generation firewalls. Customers can allocate credits to Software NGFWs (VM-Series and CN-Series), Cloud-Delivered Security Services (CDSS), and virtual Panorama. Software NGFW Credits are "reusable". If a customer decides to stop using a CDSS or de-licenses the firewall, the credits allocated to that resource are returned to the customer's pool of credits on the customer support portal.

Q: Why did we create Software NGFW Credits?

A: With the adoption of public/private clouds, software-defined data centers and branches customers have become accustomed to consuming infrastructure with maximum flexibility. Our new Software NGFW Credits allow customers to consume Software NGFWs (VM-Series and CN-Series), Cloud-Delivered Security Services (security subscriptions), and Virtual Panorama with a similar level of flexibility.

Q: What are the main benefits of Software NGFW Credits?

A:

- Maximizes vertical scalability of Software NGFWs by removing the rigid "firewall model" construct (i.e. VM-50, VM-100, etc.) and allowing customers to flexibly add cores (vCPUs) and memory to achieve higher performance and capacity with their VM-Series and CN-Series firewalls
- Maximizes ROI and protection of long term security investments by enabling customers to consume, change, and re-size their firewalls and Cloud-Delivered Security Services as needed, without locking them into restrictive services bundles
- Simplifies the procurement process by allowing customers to start using newly released Cloud-Delivered Security Services without going through additional multi-month procurement cycles for one-off security services consumption
- Provides centralized visibility into network security resource consumption and deployment of across on-premises and cloud environments -- all from Customer Support Portal

Q: Do Software NGFW Credits replace VM-ELAs or Perpetual Licenses?

A: At the time of launch, Software NGFW Credits will be a third option for customers to purchase alongside VM-ELAs and Perpetual Licenses.

Q: Will this impact Pay-As-You-Go (PAYG)?

A: No, PAYG licensing will not be impacted by the new model.

Q: How are Software NGFW Credits different from legacy licensing options?

A: There are three big differences between Software NGFW Credits and our legacy licensing and consumption model:

1. **Credit-based Licensing:** Software NGFW Credits are a credit-based licensing model that allows customers to purchase credits, rather than Perpetual licenses and VM-Series Enterprise License Agreements (VM-ELAs). Credits can be allocated as needed to VM-Series and CN-Series NGFWs, Cloud-Delivered Security Services, and virtual Panorama from the Customer Support Portal.
2. **Flexible Firewall Sizing:** Rather than predetermined firewall models (i.e. VM-50, VM-100, VM-300, VM-500, and VM-700), a customer who purchases Software NGFW Credits has tremendous flexibility to procure software firewalls of the size of their choosing. It also enables the flexibility to add additional cores (vCPUs) to achieve higher performance, and add additional memory to achieve higher management plane scale (sessions, policies, address objects, etc.) without having to procure a new, larger firewall. The number of credits charged for a firewall is based on the number of vCPUs allocated to that firewall and is not tied to the memory allocated.
3. **Flexible Cloud-Delivered Security Services:** With Software NGFW Credits, customers have the ability to consume our Cloud-Delivered Security Services a la carte, instead of by purchasing fixed bundles that often lead to underutilized usage of subscriptions. Customers now only pay for the security services that they actually use and it allows you to switch security services on a firewall if/when needs change. It also allows customers to immediately consume new security services as soon as they are generally available.

Q: When can I buy Software NGFW Credits?

A: Software NGFW Credits will be available February 8, 2021.

Q: Can I procure PA-Series (hardware NGFWs) with Software NGFW Credits?

A: No. Software NGFW Credits can only be used to procure VM-Series and CN-Series NGFWs, Cloud-Delivered Security Services, and virtual Panorama.

Q: How do I manage my Software NGFW Credits?

A: Software NGFW Credits are managed from the Customer Support Portal. You can track how many credits you have purchased, how many credits have been allocated and consumed, and where your firewalls have generally been deployed (on-prem vs. public cloud).

Q: Can I purchase more Software NGFW Credits from the Customer Support Portal?

A: No. Software NGFW Credits can be purchased from your Palo Alto Networks sales representative or NextWave partner.

Q: Do Software NGFW Credits expire?

A: Yes. Software NGFW Credits are term-based and expire at the end of the contract term.

Q: Can I migrate from Perpetual Licenses or a VM-ELAs to Software NGFW Credits?



A: Yes, when you purchase Software NGFW Credits, you can apply the new authorization codes to existing firewalls to migrate devices from legacy licensing without a downtime.