



Service description document: Prisma SD-WAN-Cloud Delivered Software-Defined WAN

Prisma SD-WAN – Cloud-Delivered Software-Defined WAN

Service overview

Prisma SD-WAN is a cloud-delivered, application-defined wide area networking service that optimises branch and data centre connectivity. It uses machine learning and automation to improve application performance through dynamic path selection, enabling a simplified, secure, cloud-delivered branch architecture across diverse transport networks.

The service is delivered as a subscription-based Infrastructure Software as a Service (iSaaS) offering, with enterprise-grade availability, security and vendor-backed support.

What the service provides

Prisma SD-WAN enables organisations to modernise and simplify wide area networking by abstracting network complexity and optimising traffic at the application layer. It unifies multiple connectivity types, including broadband, MPLS, and 5G into a single application fabric with centralised control and visibility.

The service provides:

- Application-defined networking fabric across branches and data centres
- Autonomous, real-time path selection based on application performance

- Centralised management and policy control through a cloud console
- Integrated Layer 7 security and segmentation
- Automated operations using AIOps and machine learning
- Native integration with cloud platforms and third-party services
- Direct-to-application connectivity for cloud and SaaS workloads
- Zero-touch provisioning to accelerate deployment at scale

Prisma SD-WAN can be deployed independently or as part of a broader Secure Access Service Edge (SASE) architecture.

Service features

Prisma SD-WAN includes the following core features:

- Application-defined fabric (AppFabric)
- Autonomous dynamic path selection
- AIOps for network operations
- CloudBlades API integration platform
- Integrated Layer 7 security
- Autonomous digital experience management
- Direct-to-application performance SLAs
- Native 5G integration
- Zero-touch provisioning
- Machine-learning-powered IoT security

Service benefits

Prisma SD-WAN helps organisations to:

- Achieve significant cost savings and improved return on investment
- Eliminate network performance “brownouts”
- Reduce operational overhead and troubleshooting effort
- Deliver a consistent, high-quality user experience
- Enable rapid global branch deployment
- Support a secure, cloud-delivered branch model
- Integrate third-party services through simplified automation
- Apply consistent security policies across all locations
- Optimise 5G usage for performance and resilience
- Scale the network architecture to support future growth

Service scope and dependencies

Prisma SD-WAN can operate as a standalone networking service or extend Prisma Access to form a unified SASE solution. Through the CloudBlades platform, it integrates with third-party services such as ServiceNow, AWS Transit Gateway, Azure Virtual WAN, and Google Cloud Network Connectivity Center, enabling API-driven automation without requiring additional hardware.

The service is delivered as a public cloud SaaS offering and requires internet connectivity. Supported deployments depend on compatible edge devices and operating systems as defined by the service documentation.

Customisation and configuration

Organisations can customise Prisma SD-WAN by defining:

- Application-based traffic policies
- Access controls and segmentation rules
- Performance and path-selection criteria
- Integrations with third-party platforms and cloud services

Configuration is performed via the Strata Cloud Management console or through management APIs. Customisation actions are restricted through role-based access controls to authorised administrators.

Access and user experience

Prisma SD-WAN is managed through the Strata Cloud Management console, a web-based interface providing centralised configuration, monitoring and operational visibility. The interface supports accessibility features aligned with WCAG 2.1 Level AA, including keyboard navigation, screen-reader compatibility using ARIA labels, and appropriate visual contrast for alerts and dashboards. Natural-language interaction capabilities can assist users in querying data and managing configuration tasks.

Support and service management

Vendor-backed support is provided through email, online ticketing, phone and web chat channels, depending on the selected support tier.

Support response targets include:

- **Platinum:** S1 <15 minutes, S2 <30 minutes, S3 <2 hours, S4 <4 hours
- **Premium:** S1 <1 hour, S2 <2 hours, S3 <4 hours, S4 <8 hours
- **Standard (Mon–Fri 7am–6pm):** as per Premium response targets during standard hours

Technical account management and additional support services may be available as optional professional services.

Availability and resilience

Prisma SD-WAN is delivered through a globally distributed cloud platform designed for high availability and resilience. The architecture incorporates redundancy, fault tolerance, dynamic routing and proactive monitoring. The service targets high availability and includes a service credit mechanism where availability commitments are not met. Service status and outage notifications are communicated through status portals, automated alerts and support channels.

Security and data protection

The service is designed with security embedded throughout the platform, including:

- Protection of data in transit using modern cryptographic protocols
- Network segmentation and advanced firewall enforcement

- Continuous monitoring and threat detection using Precision AI
- Vulnerability management with scanning, prioritisation and patching
- Regular penetration testing and independent security validation

Access to management interfaces and support channels is governed by Zero Trust principles, using MFA-enabled portals, IP allow-listing and role-based access controls.

Customers can export operational data, logs and reports through the management console in formats including CSV, JSON and PDF. At contract end, customers can retrieve their data and transition to alternative solutions with vendor assistance where required.

Onboarding and offboarding

Onboarding is supported through service documentation, training materials, step-by-step guidance and optional professional services. Documentation is available via online help, knowledge bases and video tutorials.

At contract end, services cease in line with contractual arrangements. Customers can export data and complete transition or migration activities, with additional support available if required.

Commercial model

Prisma SD-WAN is provided on a subscription licensing model, typically based on edge deployment and selected service capabilities. Pricing includes access to the cloud-delivered SD-WAN platform and vendor support aligned to the selected support tier.

Optional services, include enhanced support levels, technical account management and professional services at an additional cost.

