



Forcepoint Customer Success Organization Resource Guide



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1. Welcome to Forcepoint!

It is our pleasure to welcome you to Forcepoint and the Forcepoint Customer Success Organization! Forcepoint solutions are backed by a highly skilled team with knowledge and experience across Forcepoint's product portfolio. CSO is composed of Technical Support, Customer Success, and Professional Services.

This resource guide was created to help you become familiar with our support offerings, programs, services, and procedures. For a quick overview, visit our [Support Offerings](#) datasheet.

2. Resources at a Glance

Forcepoint CSO comprises three main teams: Technical Support, Customer Success, and Professional Services. Subscribers have access to various self-service tools for their convenience.

2.1 Digital Resources

Login to the Customer Hub to use key subscriber-only content by reviewing [Forcepoint Customer Hub Overview and FAQs](#).



Get Started with Forcepoint. The [Getting Started](#) guide details how to locate your product information and get started with installation.



Product Documentation at your fingertips. Our [Help & Resource Center](#) is your one stop for finding all product-related information.

- With [Product Documentation](#) and [Knowledge Base Articles](#), you can view the deployment, help and admin guides, and recent release notes. Online help is also available within your Forcepoint Security Manager GUI.
- [Support Videos](#) provides a list of all break-fix videos provided by Technical Support, separated by product.
- The [Product Support Lifecycle](#) provides a listing of the different versions of a product, and when those versions become End of Maintenance and End of Support.



Connect with Forcepoint and Industry Leaders. Visit Forcepoint's [Communities](#) with Forcepoint Customers, Partners and Employees to ask questions and share knowledge on Forcepoint products and solutions.



Access Product Training to get the most out of your Solutions. The [Forcepoint Cyber Institute](#) provides product training for both new and advanced users to help familiarize with the product and its features for use in your deployment.



Set your Systems up for Success. The [Certified Product Matrix](#) provides concise information on the supported operating systems, browsers, and third party deployment integrations for Forcepoint Solutions.



Real-time status for Forcepoint Cloud Solutions. Cloud customers are encouraged to bookmark and subscribe to the [Forcepoint Cloud Service Status](#) page for real-time status on Forcepoint's trusted Cloud Security Services.



Get Notified of important Product information. [Tech Alerts](#) are alerts and announcements about products which may include:

- New release and product change information.

- Impacting issues that may result in otherwise unexpected problems with the product (such as datacenter maintenance).
- Zero-day vulnerabilities and their impact to the products.
- Changes or ongoing issues with the Customer Hub.

3. Support Programs

Forcepoint Technical Support combines people, process and technology in support of our Subscribers' use of Forcepoint Products. Subscribers are enrolled in one of three Forcepoint Technical Support programs: (1) Essential Support; (2) Enhanced Support; and (3) Enterprise Support. With a global support presence, Forcepoint can tackle your most critical issues, when you need it. Review our [Support Programs](#) datasheet for more information.

3.1 Service Deliverables

Table 1: Support Offerings			
	Essential	Enhanced	Enterprise
Digital Access (24x7x365) to Forcepoint Customer Hub			
Knowledge Base	✓	✓	✓
Product communities	✓	✓	✓
Digital Training Vault	✓	✓	✓
Technical Alerts	✓	✓	✓
Case Management			
Digital case management	8:00AM – 5:00PM (local business hours)	24x7	24x7
Phone Support	Severity 1 Monday - Friday	Severity 1 & 2	All severities
24x7 Critical Incident Support		Severity 1	Severity 1 & 2
Support resources	Tier 1 Support Team	Global Tier 2 Support Team	Tier 3 Regional Support *
Appliance Basic Warranty	✓	✓	✓
Access to Escalation Mgmt. Team		✓	✓
Customer Success Management			
Self-Service Onboarding	✓		
Customized Onboarding Journey		✓	✓
Invite to CSO office hours	✓	✓	✓
Customer Success Manager		✓	✓
Customer Success Architect access			✓
Joint Success Planning			✓

Table 1: Support Offerings

	Essential	Enhanced	Enterprise
Executive Business Review		Annual	Quarterly
Product Roadmap Review			✓

4. Get started with Technical Support

4.1 Login to your account

Review the Getting Started guide to take full advantage of the Customer Hub.

4.2 In preparing for opening a case

To efficiently resolve problems and speed case resolution, at a technical support level, your team will need to provide the following technical and administrative information:

- Impacted product name, version and hotfixes/patches applied.
- Cloud PIN OR appliance system serial number.
- Precise description of technical impact on business.
- A clear and concise issue summary identifying any system errors or messages.
- Any HW/SW changes on impacted system.
- Any HW/SW changes on other linked/related network systems.
- KB Articles/Videos reviewed with troubleshooting results highlighted.
- Screenshots and relevant system logs ready for technical support to review.

Your Account ID number or your case number can be used for reference when calling in to the Technical Support Line.

To ensure our best resolution times for these technical issues we recommend your team:

- Proactively provide system logs on opening cases as well as on request for case work.
- Ensure your best technical team resources are engaged with affected system access.
- Complete the requested technical steps, hotfix/patch application and testing.
- Participate in conference calls if required for the type of technical issue reported.

Cloud Web and Cloud Email Security customers need to open cases with valid system Support PINs:

- A case cannot be addressed on at a technical level without a valid PIN.
- We use PINs to authenticate/confirm users are entitled to access Forcepoint systems.
- Each PIN is unique for every portal user.
- If we are not able to validate a PIN for whatever reason a new one will be requested.

Note In order to preserve and maintain the security of your data, Technical Support representatives will require a current PIN to open a support case.

4.3 Initial Response Times

Forcepoint follows a multi-level support process. The levels allow for engagement of the proper resources as deemed appropriate for the support request. Response times are dependent on the support level Subscriber is enrolled in and the severity of the issue reported.

Technical Support requests are assigned a Severity Level based on the descriptions in the chart below:

For all Forcepoint Products other than Forcepoint SaaS Products:

Severity Level	Initial Response		
	Essential Support	Enhanced Support	Enterprise Support
Severity One (highest severity) Business is severely impacted. <ul style="list-style-type: none"> • A Forcepoint product is not functioning • Customer environment compromised or at risk for significant data corruption • Mission critical application is down 	1 hour	Up to 45 Minutes	Up to 30 Minutes
Severity Two Business is disrupted but functioning. <ul style="list-style-type: none"> • A Forcepoint product's functionality is severely impacted • Mission critical applications or majority of users are impacted 	4 business hours	Up to 2 Hours	Up to 2 Hours
Severity Three Business is not affected but symptoms exist. <ul style="list-style-type: none"> • A Forcepoint product is functioning in a restricted fashion and a workaround exists • Mission critical applications are functional with some end users affected 	8 business hours	Up to 6 Business Hours	Up to 4 Business Hours
Severity Four (lowest severity) A request for information. <ul style="list-style-type: none"> • Request for product information or questions regarding how to use the product • Minimal impact to customer business • A request for product modification 	2 business days	Up to 2 Business Days	Up to 1 Business Day

For Forcepoint SaaS products only:

Severity Level	Initial Response			Resolution Target
	Essential Support	Enhanced Support	Enterprise Support	
Severity One (highest severity) Service unavailable or, if applicable, Virus infection occurring	1 hour	Up to 45 Minutes	Up to 30 Minutes	As soon as possible but no later than within one business day of the call
Severity Two Partial loss of Service but, as applicable, Web Content and/or email are still being processed	4 business hours	Up to 2 Hours	Up to 2 Hours	As soon as practicable but within two business days or as otherwise agreed between Forcepoint and the customer
Severity Three Service is available, but technical questions or configuration issues	8 business hours	Up to 6 Business Hours	Up to 4 Business Hours	As soon as practicable or as otherwise agreed between Forcepoint and the customer
Severity Four (lowest severity) Information Issues, reporting questions, password resets	2 business days	Up to 2 Business Days	Up to 1 Business Day	At the time of response or as soon as practicable thereafter or as otherwise agreed between Forcepoint and the customer

4.4 Escalating an Issue

We are committed to solving every case in a timely manner. If at any time, you are not satisfied with the level of support that you received, you are encouraged to bring this to the attention of our Support management team.

The Technical Support escalation path is as follows:

Customer → Duty Manager → Support Director → Hot Customer List Management Team → VP of Technical Support & Customer Care

Note For immediate attention to your concerns, please ask for a Duty Manager when calling during supported business hours.

Duty Manager Hotline		
Region	Sub-Region(s)	Telephone Number
Technical Support Americas		+1.512.664.1360
Technical Support EMEA		+44 (0) 1189388515
Technical Support APAC	Australia & New Zealand	+61 2 9414 0033
	India	+1 (858) 332-0061
	Japan & SE Asia	+86 (10) 5884 4200

4.5 Case Closure Policy

Forcepoint strives to provide a solution to your case as quickly as possible. During troubleshooting, the Technical Support Engineer will contact you via telephone, email, or case comment to request files, offer solutions, or ask clarifying questions.

If there has not been a response from the customer in 10 days after last customer contact, then the case will close automatically.

Technical Support is unable to assist with a support case if the subscription is expired.

If a case has been closed and the issue persists within the first 15 days, we will reopen the case. Otherwise, a new case will be created.

A Root Cause Analysis (RCA) may be requested and delivery of one will depend on the complexity and issue of the case.

5. Return Materials Authorization Overview

Forcepoint and its global network of partners stand with you to make sure your network connectivity and security infrastructure works the way you expect it to. Forcepoint warranties provide ongoing protection, and the next-day or the same-day delivery options accelerate customers' return to normal operations. And, to safeguard sensitive data, customers even have the option to retain disk drives or even whole appliances when equipment is replaced.

Forcepoint has three distinct types of hardware appliances:

1. Forcepoint V-series appliances (Web, ESG and DLP on-premises deployment)
2. Forcepoint N-series appliances (NGFW on-premises deployment)
3. Forcepoint S-series appliances (Secure SD-WAN on-premises deployment)

V-series appliances are always shipped with 5 years warranty.

N- and S- Series appliances Hardware warranty is included in the Forcepoint support offering and is valid if the support contract is valid for the appliance. Lifetime for N- and S-series appliances is 5 years from the purchase date.

Instructions on how to activate [RMA process for N- and S-series appliances](#).

5.1 Hardware Response Times

Hardware On-Site Replacement response times:

Hardware Appliance		Initial Response (after phone-based troubleshooting is completed)
V10000 M5000 M7500	V20000 M10000	Standard 3-Year, 4-Hour On-Site Parts Replacement ¹ Optional 5-Year, 4-Hour On-Site Parts Replacement ¹ (additional purchase required)
V5000		Standard 3-Year, Next Business Day On-Site Parts Replacement ¹ Optional 5-Year, 4-Hour On-Site Parts Replacement ¹ (additional purchase required)
X10G		Standard 3-Year, Next Business Day On-Site Parts Replacement ¹ Optional 5-Year, 4-Hour On-Site Parts Replacement ¹ (additional purchase required)
Z2500 Z10000 Z50000	Z5000 Z20000	Standard 3-Year, Next Business Day On-Site Parts Replacement ¹
Storage Array 30TB Storage Array 60TB Storage Array 110TB		Standard 3-Year, Next Business Day On-Site Parts Replacement ¹

Hardware support for Forcepoint appliances is available to Subscribers with a current Subscription for Forcepoint software applications running on the hardware. Support for hardware is available only during the Subscription Term for the enrolled level of technical support, and under a valid hardware support contract.

Hardware (other than Network Security Hardware) support includes:

- Parts replacement of defective hardware materials and workmanship including internal peripherals
- “Retain your hard drive” option in the event of hard drive failure and replacement

Forcepoint Technical Support

- Phone-based troubleshooting
- Severity One level on-site parts replacement provided by a Forcepoint authorized service technician at Subscriber’s business location on record (see Section 12, Subscriber Responsibilities)

Network Security Hardware support includes:

- Advanced Return Material Authorization (ARMA) Support²
 - Hardware replacement with new unit if there is a material defect in workmanship in the hardware reported to Forcepoint within the first 90 days of hardware purchase which Forcepoint deems to be a dead-on arrival (DOA) defect
 - Full-box and Customer Replaceable Unit (CRU) replacement of defective hardware materials and workmanship including internal peripherals with refurbished or equivalent unit after the first 90 days of hardware purchase which Forcepoint deems to be a Return Material Authorization (RMA) defect³
 - Replacement unit ships next business day following RMA issuance
 - “Retain your hard drive” option in the event of hard drive failure and replacement

-
- Telephone-based troubleshooting

Network Security Hardware upgraded support offerings are additional charge support options, and are only provided after Subscriber has paid the associated fees for participation in one of these support options:

- Next Business Day (NBD) Support⁴
 - Includes ARMA Support
 - Forcepoint will use commercially reasonable efforts for next business day from RMA issuance⁵ parts delivery for full-box and CRU
 - NBD Support is available during Forcepoint's support location business hours⁶
- Next Business Day with Keep-the-Box add-on
 - Includes Next Business Day (NBD) Support
 - Subscriber retains the defective Hardware when the Hardware is replaced due to failure⁷
- Same Day (SD) Support⁴
 - Includes ARMA Support
 - Forcepoint will use commercially reasonable efforts for same business day within 4 hours from RMA issuance parts delivery for full-box and CRU
 - Available 24/7

These benefits listed above are described in more detail at: [Forcepoint Network Security Appliance Warranty Programs](#).

For non-Forcepoint branded hardware, Subscriber must contact the hardware manufacturer directly to obtain any available warranty assistance.

¹ Subject to service availability within the service location. For additional information on service availability and locations visit: [Support](#)

² Hardware support is only provided to the Subscriber's location of record on file with Forcepoint.

³ Available up-to 60-month warranty period, separate purchase required.

⁴ NBD and SD support offerings are only provided to Subscriber's location of record on file with Forcepoint and are only available within the service locations set forth at: [Support](#). Hardware eligible for NBD and SD support must be deployed within range of an authorized service location to qualify.

⁵ For NBD delivery, the RMA must be issued no later than the local times set forth at: [Support](#). If the RMA is not issued until after the local cut off time, then Forcepoint will use commercially reasonable efforts to deliver the replacement unit to Subscriber within two business days.

⁶ A "business day" or "business hours" is Monday – Friday, 8:00 a.m. – 5:00 p.m. (08:00 – 17:00) and excludes recognized holidays within the service location. Some service locations may have hours that differ from these. More detailed service location information is available at: [Support](#).

⁷ The replaced hardware unit must be decommissioned by Subscriber, the warranty is void, and Forcepoint will no longer provide support for the decommissioned hardware.