

Forcepoint Designated Support Engineer Bank-Of-Hours Subscription SKUs

Package: Forcepoint Designated Support Engineer

Part Number: DSE1ACTIV, DSE1ACTIVI

Technical Support Services Offerings (All regions)

Up to 16 hours total quantity of hours



Overview

To help maximize the value of your Subscription to Eligible Forcepoint Products (as described below), Forcepoint offers Subscribers the following services package (“Package”) to deliver up to 16 hours of additional Technical Support on a per Eligible Forcepoint Product basis through a flexible, hours bank project structure (“Services Hours”) subject to regional Product team availability.

Eligible Forcepoint Products:

- Forcepoint Web Security
- Forcepoint Email Security
- Forcepoint DLP Endpoint (IP Protection)
- Forcepoint DLP Network (IP Protection)
- Forcepoint DLP Discover (IP Protection)
- Forcepoint Network Security Products
- Forcepoint DSPM

Deliverables and Responsibilities

Detailed Statement of Services:

Forcepoint employees, agents, and/or contractors (“Services Personnel”) in their capacity as a Designated Support Engineer (“DSE”) will assist the Subscriber with the performance of Subscriber directed Technical Support activities in accordance with Forcepoint recommended support and engineering practices (“Services”), not to exceed the agreed Services Hours for a particular engagement. The DSE Team is designed to serve as Subscriber’s ‘go-to experts’ for break-fix support and to provide guidance on existing Eligible Forcepoint Product deployments in production environments. The DSE team specializes in troubleshooting issues, providing advice in accordance with Forcepoint recommended support and engineering practices, and supporting the Subscriber’s efforts to keep their deployed systems healthy and stable.

Services Personnel will be directed by the Subscriber for Technical Support tasking and deliverables, which may include:

- Review of Subscriber created cases** to highlight known Product risks and potential mitigation strategies.
- Advisory guidance and technical validation**, in accordance with Forcepoint recommended practices.
- Review of documentation and upgrade plans** for Product technical and operational soundness.
- Guidance to support alignment** with Forcepoint recommended practices to achieve expected Product behavior.
- Participation in Subscriber led discovery, planning, and review calls.**
- Participation in Subscriber implementation calls** within a Technical Support capacity to provide break-fix advice during Product upgrades and migrations in accordance with approved plans.
- Assistance with break-fix technical issues** in accordance with the Subscriber’s existing Subscription to Forcepoint Technical Support.
- Availability in a non-hands-on capacity** unless a specific exception is formally agreed in writing by both parties and documented as part of the engagement record.

Additionally, as directed by Subscriber, Services may be used for lab configuration and testing, Subscriber meetings for case work and planning, any internal or external escalation sessions with the Forcepoint Engineering, Product Management, Development, or Management teams, and other Technical Support related administrative projects, including Technical Support case updates.

Sample Services Work Task examples, as applicable and within the scope of the Package:

- **A series of weekly meetings to review the Subscriber's current Technical Support cases in which the Services Personnel:**
 - Deliver focused support with named DSE Product Specialist contacts.
 - Monitor case progress by Forcepoint Technical Support team.
 - Collaborate with Subscriber teams to build confidence in Technical Support and Product operations.
 - Develop knowledge-transfer documentation and related collateral.
 - Open Technical Support cases on the Subscriber's behalf (where authorized).
 - Review proactive steps to help improve and maintain current production systems.
 - Provide guidance on Product functionality and how Products interact with Subscriber environments.
 - Advise on Forcepoint recommended support and engineering practices.
 - Assist with incident workflow management and initial triage of alerts.
- **A collaboration Service to review Subscriber-led Product upgrade and/or migration plans which may be structured as follows:**
 - The Services Personnel participate in a focused meeting with Subscriber team to review Subscriber drafted initial scope and upgrade or migration plans to identify potential opportunities for optimization.
 - Once this review is complete, and strictly in an advisory support capacity, the Services Personnel may:
 - Participate in Subscriber-led implementation activity calls.
 - Provide advisory guidance on any Technical Support issues encountered during this process.
- **Support-level system health checks to provide recommendations for next-step actions aimed at improving the stability of Products in production systems.**
- **Advisory-level Product Specialist support to assist with Professional Services implementation activities.**
- **Advisory-level Product Specialist support to assist with Professional Services post-implementation activities.**

DSE Technical Support Service Offering Administration

1. Overview

The DSE Packages are designed to provide Subscribers with additional Technical Support for a single named Eligible Forcepoint Product in the designated geographic region in which the Subscriber's technical team primarily operates, as determined by Forcepoint. All Service Personnel designations are subject to Forcepoint's operational coverage, staffing levels, and Services Personnel availability.

2. Designation and Substitution

Forcepoint will designate 1 member of Services Personnel as the Subscriber's primary Designated Support Engineer ("Primary DSE") for the named Eligible Forcepoint Product for the duration of the purchased DSE Package. Forcepoint may utilize secondary technical Services Personnel resources to support Services continuity during periods when the Primary DSE is unavailable, including but not limited to vacation, training, or other scheduling constraints. The provision of Services, including by such secondary resources, is subject to Forcepoint's operational capacity and staffing availability and will count against the purchased Services Hours.

3. Delivery of Technical Support Services against Services Hours

For the purposes of the DSE Package, Services Hours will be expended by the Services Personnel on Services activities directly or indirectly supporting the Subscriber's technical needs. Services Hours will be exhausted by each individual Services Personnel members' delivery of Services that may include, without limitation:

- Laboratory configuration, replication, and testing activities related to Subscriber issues.
- Meetings with the Subscriber concerning case work, planning, technical reviews, or related support matters.
- Internal or external escalation sessions involving Forcepoint Engineering, Product Management, Development, or other technical teams.
- Reasonable time spent by Forcepoint management personnel in support of Services and Services Personnel activities.
- Administrative tasks, including case documentation, status updates, escalation follow-up, and related support administration.

4. Services Hours - Maximum Limits within the DSE Package 12-month Increment

i. Services Hours - Usage and Maximum Limit

Forcepoint has scoped several DSE Technical Support Services Offering Packages that are identifiable by a unique DSE Package Part Number and SKU for the designated geographic region in which the Subscriber's technical team primarily operates, as determined by Forcepoint. Packages are measured by the maximum quantity of Services Hours to be delivered in relation to the named Eligible Forcepoint Product.

By way of example, the "Designated Support Engineer (DSE) - Up to 16 hours - Technical Support Services Offering" (Part Number: **DSE1ACTIV**) Package and the "Designated Support Engineer (DSE) - Up to 16 hours - Technical Support Services Offering" (Part Number: **DSE1ACTIVI**) Package each make available up to 16 Services Hours in total for their respective regions. Please see the DSE Package Part Number and SKU Information section below, including the featured table, for more information on the DSE Package Part Numbers and SKUs.

ii. DSE Package Part Number and SKU Information

The appropriate DSE Package Part Number and SKU must be selected based on the geographic region in which the Subscriber's technical team primarily operates, as determined by Forcepoint. The applicable DSE Package Part Number and SKU correspond to the Forcepoint determined geographic region of such team as follows:

DSE SKU	Product Description	Applicable Geographic Region
DSE1ACTIV	Designated Support Engineer (DSE) - Up to 16 hours total - Technical Support Services Offering - US/EMEA/META Regions	US/EMEA/META Regions
DSE1ACTIVI	Designated Support Engineer (DSE) - Up to 16 hours total - Technical Support Services Offering - APAC/LATAM Regions	APAC/LATAM Regions

iii. Duration of DSE Package, Valid for 12-months

The Services Hours in each DSE Package must be delivered before the expiration of the applicable Subscription to Forcepoint Technical Support or the conclusion of the 12-month Services Offering duration, whichever occurs first. All DSE Packages, including any undelivered or unused Services Hours, expire at the end of the applicable period. Undelivered and unused Services Hours are strictly non-transferable, non-refundable, and may not be carried over, credited, or applied to another DSE Package, or Subscription.

5. Monitoring and Notification

Forcepoint will monitor the Subscriber's Services Hours consumption throughout the Services. Services Personnel will respond to reasonable written requests from Subscriber regarding the quantity of delivered Services Hours and the balance of remaining Services Hours, which will be as reasonably determined by Forcepoint. Forcepoint reserves the right to notify the Subscriber regarding over-utilization or under-utilization of actual Services Hours delivery against the purchased maximum limit.

6. Regional Business Hours and Out-of-Hours DSE Case Handling

DSE Technical Support Services are provided solely during the standard business hours applicable to the designated geographic region in which the Subscriber's technical team primarily operates, as determined by Forcepoint. Any support needs arising outside of such regional business hours—including evenings, weekends, public holidays, and other out-of-hours periods—will be handled pursuant to the Subscriber's existing Subscription to Forcepoint Technical Support unless specified within the scope of the Package and scheduled in advance.

7. Additional Regional, Eligible Forcepoint Product, and Services Hours Coverage

Subscribers requiring additional DSE Technical Support Services coverage, including for additional regions, Eligible Forcepoint Products, or Services Hours, should contact their Forcepoint Customer Success Account Manager for available options.

Services Obligations of Subscriber

Prior to the start of and throughout the Services, the Subscriber must be able to provide all resources and licenses as reasonably required for the Services Personnel to deliver Services and the Subscriber must:

- i. Onboard and integrate Services Personnel into the Subscriber's team, processes, and overall organization.
- ii. Perform and drive all hands-on Product upgrade and migration tasks associated with the engagement.
- iii. Develop the initial upgrade or migration plan based on the Subscriber's requirements and then incorporate Services Personnel feedback into the final version.
- iv. Align timelines, technical steps, and access requirements with internal Subscriber stakeholders.
- v. Confirm that all Services prerequisites (e.g., test systems, backups, network readiness) have been completed and are in place.
- vi. Manage non-Forcepoint Product environment change tasks, including dependencies and third-party components.
- vii. Use Services Hours exclusively for activities directly related to the agreed Services engagement.
- viii. Ensure Subscriber internal teams complete and secure any necessary change-management approvals and are available for required calls.
- ix. Prepare the environment by completing all pre-upgrade tasks, such as OS/AD server upgrades, backups, test-environment preparation, and data validation.
- x. Identify any potential internal blockers, including security, networking, or change-control constraints.
- xi. Prepare environments, execute system changes, and manage deployment steps throughout the engagement.
- xii. Keep cases updated with the latest status at all times.
- xiii. Keep Services Personnel informed of progress, blockers, and any environmental changes.
- xiv. Share documentation and updates promptly to maintain alignment across all teams.
- xv. Follow all applicable security and compliance requirements, including internal controls, security restrictions, policies, and legal obligations.
- xvi. Ensure the accuracy of all information provided, including system details, configuration information, and readiness statuses.
- xvii. Ensure appropriate administrative access to systems, tools, products, and infrastructure, which may include as applicable:
 - Access to infrastructure, network, and management resources
 - Privileged AD services account (if required)
 - Ability to make network changes
 - Temporarily disablement of antivirus software on Forcepoint servers, as required and approved through Subscriber change control
 - Temporarily disablement of any firewall on the Forcepoint Security Manager Server before starting the Forcepoint installer

Out of Scope Items

Unlike the Forcepoint's Sales Engineers and Professional Services teams, the DSE team does not focus on new designs, deployments, implementations, and hands-on project work.

While the DSE team can offer clear guidance on current systems, review Product upgrade plans, and assess Product configurations, some of the activities that are outside and exceed the scope of this Package include but are not limited to:

Custom developments, such as:

- Writing code, scripts, or PAC files to tailor or customize environments.
- Writing or providing custom regular expression classifiers, including for DLP.

Professional Services work, including:

- 'Hands-on' implementing, deploying, or configuring new Products or systems.
- Performing Product upgrades on behalf of the Subscriber.
- Designing or configuring network infrastructure.
- System performance tuning.
- Disk restoration or reimaging.
- SQL database administration.
- Policy creation.
- System optimization inconsistent with Forcepoint recommended engineering practices.

Assistance with unsupported Product deployments, including

- Issues arising from unauthorized Product or hardware use.
- Systems without a valid Product Subscription or Subscription to Forcepoint Technical Support.

Package Assumptions

- The Services from each individual member of Services Personnel will uniquely count against the purchased quantity of Services Hours (i.e., if 2 individuals each perform 1 hour of Services, then 2 of the Services Hours have been exhausted)
- All requests handled and work provided by Services Personnel will count against the Services Hours, in minimum increments of 0.50 hours
- Subscriber's Services are delivered by remote delivery resources - No onsite delivery element.
- Services Personnel must receive a written cancellation notice at least twenty-four (24) hours prior to the start of any pre-scheduled Services.
- Services will be provided during normal local business hours, Monday – Friday (e.g. 9:00am to 5:00pm) unless previously agreed.
- Services are limited to Eligible Forcepoint Products only and each purchased Package covers only 1 Eligible Forcepoint Product.
- Services in this Package are limited and may not address all of Subscriber's unique requirements.
- High availability and Disaster Recovery are not within the scope of this Package.
- High-Level Design or Low-Level Design documentation are not provided within this Package.
- Subscriber should not expect live support outside planned Services dates unless previously agreed to in writing.
- All scripts, tools, notes, know-how and procedures developed by Services Personnel as part of the Services will remain the property of Forcepoint.
- Services Personnel will have no obligation to provide Services unless and until Subscriber fulfils all of its Services Obligations.
- Subscriber's current Subscription to Technical Support will be utilized for Product troubleshooting and escalation.
- There is no report, memorandum, or other formal deliverable to be issued in connection with this Package.

Terms & Conditions

- The Services in this Package are provided pursuant to the Subscription Agreement
- Forcepoint provides the Services "AS IS" and makes no warranties of any kind, express or implied
- Services will be performed in a professional and workmanlike manner, and Services Personnel will comply with all applicable laws in providing the Services
- Services must begin within 90 days of the Order or Subscriber forfeits the Package
- Services must be completed within 12 months from Services On-boarding call or the Order, whichever occurs first, or Subscriber forfeits the Package
- Services will be deemed fully completed at the first to occur: (i) the exhaustion of the Services Hours or (ii) Subscriber's forfeiture of Package
- Subscriber's assent to the Subscription Agreement constitutes acceptance of the Package terms and conditions
- Any work or additional hours that, in Services Personnel's reasonable discretion, exceed the scope of Services (including remote or onsite follow up work or troubleshooting unknown issues) will require a mutually agreed upon services contract
- Services and Deliverables within this Package are standard and non-negotiable

Applicable Add-on Options:

Designated Support Engineer options are available at www.forcepoint.com/QUICKSTART

For more information or pricing, contact your Forcepoint Representative, Partner or call: +1-800-723-1166



forcepoint.com/contact

About Forcepoint

Forcepoint enables Self-Aware Data Security, an AI-native approach that helps enterprises and governments know their data everywhere, adapt to evolving risks and regulations in real-time, and protect at scale with a unified, single-policy framework. Based in Austin, Texas, Forcepoint creates safe, trusted environments for customers and their employees in more than 150 countries. Engage with Forcepoint on www.forcepoint.com, [LinkedIn](#), [Instagram](#) and [YouTube](#).