

Forcepoint Support Programs



Forcepoint offers a range of proactive support options to help you find the most suitable to meet your organization's needs. Each option is backed by a highly skilled support team with knowledge and experience across Forcepoint's product portfolio. With our support offerings, you can strengthen your security posture and embrace new solutions with confidence, knowing that you have the option to upgrade at any time if your organization's needs change.

Forcepoint Essential Support

The entry point into Forcepoint's Tech Support program.

- **Secure Support Portal.** Confidentially submit and track support cases and participate in our Tech Support Community forum.
- **Product Updates.** Keep your solution up-to-date with the latest product versions, hotfixes/patches, and maintenance releases.
- **Product Documentation.** Gain unlimited access to the Forcepoint knowledge base, product guides, upgrade guides, and release notes.

Forcepoint Enhanced Support

Ideal for customers who want proactive support, and recommended for those with 2000 licenses of one solution or 1000 licenses and multiple solutions. Enhanced Support includes the benefits of Essential Support with added priority handling for quick issue resolution.

- **24/7 Global Support.** Severity 1 and Severity 2 cases cannot wait for holidays or weekends. With a follow-the-sun support model, Forcepoint technicians are always available to assist with your most urgent issues.
- **Priority Call Handling.** Priority in queue over Essential Support customers.
- **Designated Customer Advocate.** Customer Advocates provide account and case management and serve as the primary point of contact during an escalation. They work to make sure your issues are resolved in a timely manner and serve as your champion within the support organization.
- **Value Review.** An annual review with your Customer Advocate to evaluate real progress in achieving information security goals, find areas to improve through use of the product, and identify any system health focus areas.

Forcepoint Enterprise Support

Forcepoint Enterprise Support is ideal for large and more complex enterprise environments and recommended for those with 8000 licenses of one solution or 4000 licenses of multiple solutions. It combines all the benefits of Essential and Enhanced Support with a superior support structure and a more in-depth partnership.

- **Highest Priority Call Handling.** Priority call handling ahead of Essential and Enhanced Support customers.
- **Fastest Initial Response Times.** With initial response times of 30 minutes or less for Severity 1 calls, you can count on our senior technical engineers to quickly respond to your urgent business demands.
- **Experienced Technicians.** Your cases will be assigned to Forcepoint's most experienced technicians, who are trained to understand your environment and help solve your critical issues.
- **Designated Technical Account Manager (TAM).** The TAM assigned to your account utilizes a highly technical skill set and a deep understanding of your complex environment to help you mitigate security risks, resolve or escalate issues quickly and minimize downtime. They work closely with your organization, along with other senior Forcepoint technical staff members, to ensure maximum performance, reliability and availability of your Forcepoint solutions.
- **Value Review.** A semi-annual review with your TAM to evaluate real progress in achieving information security goals, find areas to improve through use of the product, and identify any system health focus areas.
- **Onsite Visit.** Meet with your TAM to review your account, plan your upcoming migration or upgrade, participate in strategic planning discussions, or review product roadmaps.

Support offerings at-a-glance

FORCEPOINT SUPPORT OFFERINGS	ESSENTIAL	ENHANCED	ENTERPRISE
Assisted Support	●	Priority queue over Essential	Priority queue over Essential
24/7 Online Support Coverage	●	●	●
24/7 Severity 1 Issues	●		
24/7 Severity 1 and Severity 2 Issues		●	●
Customer Advocate		●	
Technical Account Manager (TAM)			●
Success Plan Review		Quarterly	Monthly & Quarterly
Value Review		Annual	Semi-Annual
Onsite Visit			●
INITIAL RESPONSE TIMES			
Severity 1	1 hour	45 minutes	30 minutes
Severity 2	4 business hours	2 hours	2 hours
Severity 3	8 business hours	6 business hours	4 business hours
Severity 4	2 business days	2 business days	1 business day

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