

Forcepoint Mission Critical Support

A PERSONALIZED, PROACTIVE APPROACH TO SUPPORT

Your organization is fast-paced and complex—and depends on you to keep sensitive data secure and employees productive while avoiding costly network disruptions. Forcepoint Mission Critical Support (MCS) programs offer a more personalized approach to support by providing customized account planning, lightning fast initial response times and expedited case resolution.

Forcepoint MCS programs are designed to minimize production outages and ensure seamless version upgrades, enabling you to enhance your network security posture and embrace new technologies with confidence. With global facilities and its staff of highly trained technical service engineers, Forcepoint MCS delivers 24/7 support for critical security issues.

FORCEPOINT MCS INCLUDES 3 TIERS:

- ▶ Mission Critical Support
- ▶ Mission Critical Support Elite
- ▶ Mission Critical Support Global

WHAT YOU RECEIVE

- ▶ Forcepoint's highest level of technical support
- ▶ Strategic account planning from a TAM focused on your business
- ▶ Proactive, personalized service
- ▶ Expedited, accurate resolution of critical technical issues by senior technical support engineers
- ▶ Unlimited 24x7 support from our centers of technical excellence around the world

MISSION CRITICAL SUPPORT

Forcepoint MCS maximizes your investment with a superior level of technical response, coordinated by a highly proactive Technical Account Manager (TAM). This increased focus and expertise helps to guarantee the success of your mission critical systems.

Dedicated, Personalized Service

An assigned Technical Account Manager (TAM) works closely with your organization, along with other senior technical support engineers, to ensure the maximum performance, reliability and availability of your Forcepoint solution(s). Your TAM utilizes a highly technical skill set, proficiency in multiple Forcepoint products and a deep understanding of your complex environment to help you mitigate security risks, resolve or escalate issues quickly and minimize downtime for your mission critical systems. Your TAM is not only your single point of contact but also your advocate at Forcepoint headquarters.

Proactive Account Planning

With Forcepoint MCS you receive: holistic architecture reviews, upgrade and migration planning assistance, roadmap planning, training recommendations, and an annual onsite visit. Periodic account reviews identify issues, track progress, measure results and help avoid future problems. This hands-on, ongoing communication ensures continued protection throughout your network and helps you to maximize the power and efficacy of your Forcepoint solution(s).



Expedited Call Handling

Forcepoint Mission Critical Support guarantees the fastest path to resolving your most pressing support issues. Expedited call handling through a special, toll-free number guarantees priority service— ahead of other customers—from dedicated, senior technical support engineers. With Severity 1 target initial response times of less than 30 minutes, you can count on our senior technical engineers to quickly respond to your urgent business demands.

MISSION CRITICAL SUPPORT ELITE

Go beyond Mission Critical Support with Forcepoint MCS Elite. You'll get all the benefits of Forcepoint MCS, as well as an increased level of technical ability and experience from your assigned TAM, quarterly onsite visits and health checks, advanced architecture planning and reduced critical issue target response times. You'll also receive up to eight hours of customized training, available onsite upgrades and technical assistance.

MISSION CRITICAL SUPPORT GLOBAL

For organizations with users all over the world, MCS Global provides you with MCS services and TAMs for up to 3 regions: Americas, EMEA and APAC. MCS Global also provides you with a Global Account Manager (GAM) who streamlines communication throughout your organization's regions by serving as the primary contact for your headquarters.

Your GAM is responsible for coordinating between each of the regional TAMs and developing a deep understanding of your global requirements and strategic objectives. In addition to serving as your organization's single point of contact, your GAM will work to devise a global account plan with you to ensure that the technical, design and service requirements are understood and delivered globally.

SUPPORT OFFERING	MISSION CRITICAL SUPPORT		
	MCS	MCS ELITE	MCS GLOBAL
Severity 1 Technical Response Time	30 mins	15 mins	30 mins
24/7 Coverage	Severity 1 & 2	Severity 1 & 2	Severity 1 & 2
Technical Account Manager (TAM)	1	1	1 (per region)
Global Account Manager (GAM)			1
Strategic Support Plan	✓	✓	✓
Best Practices/Training Recomm.	✓	✓	✓
Holistic Account Review	Monthly & Quarterly	Monthly & Quarterly	Monthly & Quarterly (per region)
Architecture Review	✓	✓	✓
Migration Planning	✓	✓	✓
Upgrade Assistance	✓	✓	✓
Health Check	2 per year	Quarterly	2 per year (per region)
Onsite Visit(s)	1 per year	Quarterly	1 per year (per region)
Roadmap Discussion	1 per year	Semiannual	1 per year (per region)
Change Control Monitoring		✓	
Customized Training		Up to 4 sessions (2 hrs each)	
Onsite Upgrade		Up to 1 per year	
Onsite Tech Assistance		Up to 1 per year	
Advanced Architecture Planning (DR, HA)		✓	

CONTACT

www.forcepoint.com/contact

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