

# 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 Human Point System 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. 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 technical support, 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.
- **Annual Health Check.** An annual review of your deployment by Forcepoint product experts designed to spot potential problems, make recommendations, and maximize the performance of your solution.

## Forcepoint Enterprise Support

Forcepoint Enterprise Support is ideal for large and more complex enterprise environments. 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 through a dedicated, toll-free number helps to ensure priority service – 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.
- **Exclusive Access to 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 technical support engineers, to ensure maximum performance, reliability and availability of your Forcepoint solution(s).
- **Semi-Annual Health Checks.** Strengthen your security posture even further with semi-annual health checks, designed to review your current deployment, recommend changes and remediation opportunities, and ensure your systems are properly architected and configured for your environment.
- **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
24/7 Online Support Coverage	●	●	●
24/7 Severity 1 and Severity 2 Issues		●	●
Customer Advocate		●	
Technical Account Manager (TAM)			●
Case Reviews			Monthly & Quarterly
Health Check		Annual	Semi-Annual
Onsite Visit			●
INITIAL RESPONSE TIMES			
Severity 1	N/A	45 minutes	30 minutes
Severity 2	N/A	2 hours	2 hours
Severity 3	N/A	6 business hours	4 business hours
Severity 4	N/A	2 business days	1 business day

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