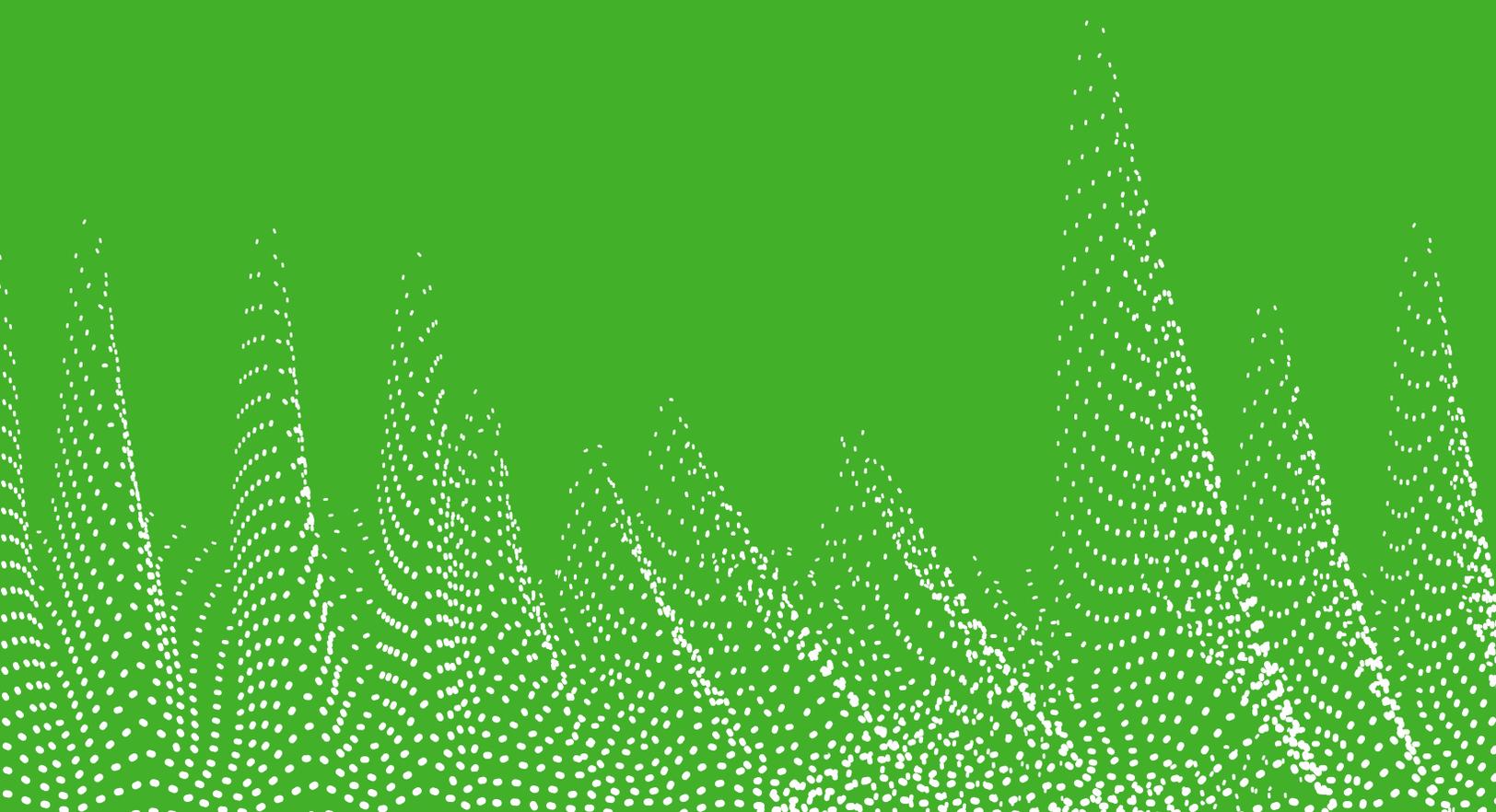


Customer FAQ Skyfence Transition

FEBRUARY 2017



CUSTOMER FAQ

INTRODUCTION

Welcome to Forcepoint!

Earlier this month, we announced our intent to acquire Imperva's Skyfence business. This acquisition is incredibly exciting for us, as it plays a pivotal role in our mission to deliver cybersecurity systems that help customers understand people's behaviors and intent as they interact with data and IP anywhere. Skyfence enables us to deliver the "anywhere" piece, deepening our reach into cloud applications.

We are pleased to let you know that, as of February 23rd 2017, the transaction has closed and the Skyfence product line, now known as Forcepoint CASB (Cloud Access Security Broker), has been incorporated into our Cloud Security business.

This FAQ document will address common questions and provide new points of contact to support you during this transition.

ABOUT FORCEPOINT

Q. Who is Forcepoint?

Forcepoint is transforming cybersecurity by focusing on what matters most: understanding people's intent as they interact with data wherever it resides. Our uncompromising systems enable companies to empower employees with unobstructed access to data while protecting intellectual property and simplifying compliance. More than 20,000 organizations around the world rely on Forcepoint. Forcepoint is a joint venture between Raytheon Company and Vista Equity Partners.

Q. Where is Forcepoint based?

The headquarters is in Austin, Texas, USA, with regional offices throughout the world. Contact details can be found [here](#).



FORCEPOINT SUPPORT

Q. Will Forcepoint offer the same or similar support policies as Skyfence Support?

There are no immediate changes to the way you access support for your CASB solution. Forcepoint is committed to providing you with world-class technical support and will maintain Skyfence support policies through existing periods of service. Over time, our team will work to integrate the Skyfence CASB and Forcepoint portfolio support offerings and processes. Forcepoint will notify customers of any changes in advance.

Q. Will the same people who support the Skyfence CASB solution today continue to provide that support?

Yes. Efforts have been made to maintain all personnel in their current positions.

Contacting Forcepoint CASB Support:

Technical Support Portal: support.skyfence.com

Email: support@skyfence.com

Phone (Toll Free-USA): +1 (866) 784-5877

Phone (International): +1 (650) 900-8062

PRODUCT QUESTIONS

Q. Will the product offerings change?

At this time, we do not plan to make significant changes and your products will continue behaving as usual. As Forcepoint CASB is central to Forcepoint's mission to reinvent cybersecurity by creating uncompromising systems that understand people's behavior and intent as they interact with data and intellectual property anywhere, we will keep investing in the product line and delivering new and exciting innovations to you.

Q. Where can I find details/datasheets for all of the products and solutions in the Forcepoint portfolio?

<https://www.forcepoint.com/products>

Q. How can I get information on future roadmaps?

Your Forcepoint sales representative or channel partner can provide highlights on our product roadmap. If you need more details, they can organize a call with our Product Management team.

PARTNER QUESTIONS

Q. How do I know if my preferred partner is an authorized reseller? If they are not, how do I know who I can use?

You can check with your channel partner directly, or email partner@forcepoint.com. Your partner can also email partner@forcepoint.com if they have any questions.

Q. Who can I talk to if I have any other questions related to my partner?

You can always check with your partner directly, or contact us at partner@forcepoint.com.



SALES QUESTIONS

Q. How do I contact Forcepoint?

For sales questions or to find out who your salesperson is, please contact:

OpportunityClearingHouse@forcepoint.com

Q. What is the process for ordering CASB solutions with Forcepoint?

To place an order, please continue to work with your Forcepoint salesperson or channel partner.

Q. Can I do business with Forcepoint directly?

Not at this time. To find a partner, please [click here](#).

Q. How do I request a product demo?

To request a product demo, please work with your Forcepoint or channel salesperson.

