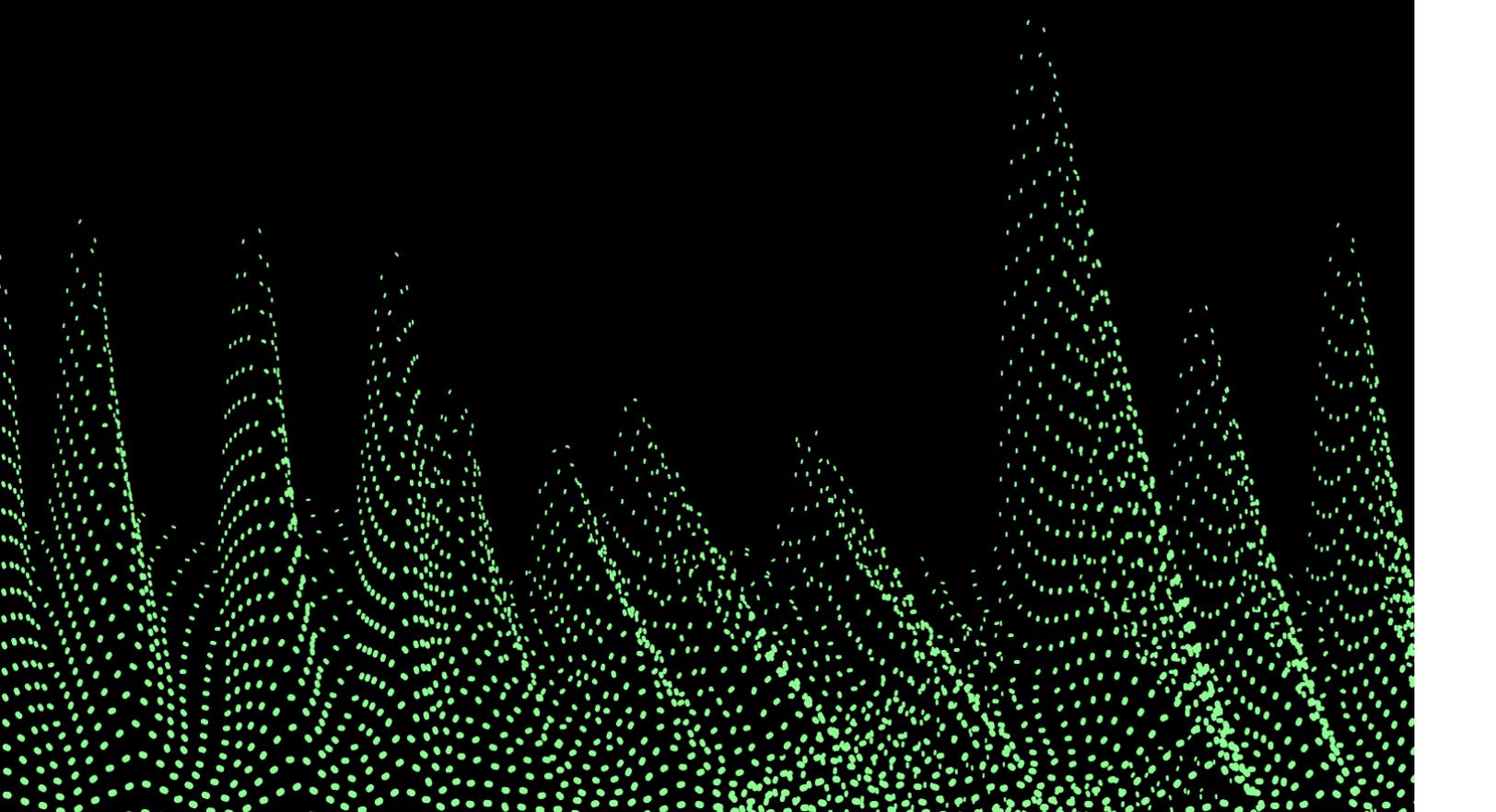# Channel Partner FAQ

STONESOFT AND SIDEWINDER TRANSITION

JULY 1, 2016

CHANNEL PARTNER FAQ

INTRODUCTION

Welcome to the Forcepoint™ Partner program!

Stonesoft Next Generation Firewall and Sidewinder Enterprise Firewall solutions are now part of Forcepoint's Network Security solutions.

Beginning Monday, August 1, 2016, renewal and new business purchases will start flowing through Forcepoint and its programs. If you wish to continue selling Stonesoft Next Generation Firewall and Sidewinder Enterprise Firewall products and have not already done so, please contact Forcepoint at partner@forcepoint.com to establish your relationship.

The last date that Intel will process renewal and new business purchases is July 27, 2016. The Next Generation Firewall and Enterprise Firewall products will be removed from the Intel Security Global Price Books. Forcepoint price books are in effect as of August 1, 2016.

As of July 27, 2016, Intel Security will also discontinue the Next Generation Firewall and Enterprise Firewall products from its Managed Services Specialization (MSP), and associated SKUs on the MSP Price books will no longer be active. Existing MSP purchase commitments arising from the Intel Security MSP Program Purchase Orders will remain in force and will be payable to Forcepoint from August 1, 2016, through the remainder of the relevant terms. If you wish to continue using NGFW and Enterprise Firewall products, you will need to work with Forcepoint to become a part of the Forcepoint MSP program. Please contact mssp@forcepoint.com for more details.

ABOUT FORCEPOINT

Q. Who is Forcepoint?
Forcepoint safeguards users, data and networks against the most determined adversaries, from accidental or malicious insider threats to outside attackers, across the entire threat lifecycle. Forcepoint protects data everywhere — in the cloud, on the road, in the office — simplifying compliance and enabling better decision-making to streamline security. Forcepoint empowers organizations to concentrate on what's most important to them while automating routine security tasks. More than 22,000 organizations around the world rely on Forcepoint.

Q. Who owns Forcepoint?
Forcepoint is a joint venture of the Raytheon Company and Vista Equity Partners.

Q. Where is Forcepoint based?
The headquarters is in Austin, Texas, USA, and there are regional offices throughout the world. Contact details can be found here.

Q. Where can I find more information about this integration?
www.forcepoint.com/stonesoftintegration.

PARTNER PROGRAM / CONTACT US

Q. Where can I find details of the Forcepoint Global Partner Program?
Learn more about the Forcepoint Partner Program and its benefits here.

Q. How do I contact Forcepoint?
- Partner Program: partner@forcepoint.com
- Deal Registration: partner@forcepoint.com
- Managed Services Provider: mssp@forcepoint.com
- Training: salestraining@forcepoint.com
- Marketing: partnermarketing@forcepoint.com
- To become a partner:
  - Sign up to the Forcepoint Partner Program

Q. I am a Stonesoft partner — do I have to sign a new reseller agreement with Forcepoint?
If you are new to Forcepoint, you will need to sign up as a new partner.

Q. I joined the Forcepoint partner program before this acquisition; do I need to sign any addendums to resell the Stonesoft/Sidewinder products?
Forcepoint partners will not need to sign any new addendums.

Q. What are Forcepoint's Global Partner Program requirements? Will the Global Partner Program requirements be different from Intel Security?
The Forcepoint Partner Program requirements are different than the Intel Security program's. To learn more about our benefits and requirements, please contact your channel account managers or send an email to partner@forcepoint.com.

Q. Does Forcepoint have a separate Federal Program? Where can I get more information?
Forcepoint has an authorized Federal reseller program that has additional criteria above the standard reseller requirements. For additional information please contact partnersFederal@forcepoint.com.

Q. If I sign up to the Forcepoint Partner Program today, will I keep the same tier level as I had with Intel Security?

During 2016 we will keep you at the same corresponding level as you had with Intel security. All partners will need to meet the 2016 Forcepoint Partner Program requirements by December 31, 2016, to maintain the same level for 2017.

Q. Will my current Stonesoft/Sidewinder certifications from Intel transfer over to Forcepoint?

If partners have received network security certifications from Intel, those certifications will be honored for the Forcepoint 2016 compliance snapshot to be taken on Dec 31 2016. Please send a copy of the certifications to partner@forcepoint.com to receive the appropriate credits. Conversion table is as follows:

Pre-sales Certifications
- BOM certification = 1 Forcepoint credit
- Sales expert certification = 3 Forcepoint credits
- ACE certification = 5 Forcepoint credits

Post-sales Certifications
- Post sales certification = 7 Forcepoint credits
- Troubleshooting certification = 7 Forcepoint credits

Q. Where can I get the new Partner Program logos, plaques and certificates?

If you require a logo to promote your partner status, please email partnermarketing@forcepoint.com and we will send you the relevant files.

Q. Can I obtain Not For Resale versions of the Forcepoint NGFW appliances and other Forcepoint products?

Yes, after August 1, 2016, as a Forcepoint partner you have access to purchase NGFW Not For Resale appliances**. For more information please contact** partner@forcepoint.com**.**

FORCEPOINT PRODUCTS AND PRODUCT SUPPORT

Q. Where can I find details/datasheets of the products and solutions in your new portfolio?

www.forcepoint.com.

Q. As a Forcepoint partner, which products can I sell?

Forcepoint sells the portfolio of products that were once sold by Websense and Raytheon Cyber Products, as well as the former Intel Security product lines of Next Generation Firewall (Stonesoft) and Enterprise Firewall (Sidewinder). You can find more information on all our products on the website: https://www.forcepoint.com/products.

Q. Can I sell all the products in your portfolio, including those previously owned by Intel Security (McAfee)?

As a Forcepoint partner you are able to quote and place orders for Forcepoint commercial products effective August 1, 2016.

Q. How do I get support for Network Security Solutions?

Until July 31, 2016, please continue to call your current Intel Security support numbers. Beginning August 1, 2016, please contact Forcepoint via http://www.forcepoint.com/content/contactSupport.aspx.

Q. How does my customer access Tech Support? Where can my customer get up-to-date information about their support case?

After July 31, 2016, customers can access the support website for documentation, downloads, case management and user management at http://support.forcepoint.com. Customers will need to request a Forcepoint My Account ID via the Support website in order to access their downloads, cases and users.

Q. How do I obtain a new business configuration for Network Security solutions?

Partners will need to complete a NGFW sizing questionnaire with our Forcepoint Sales/SE team. More details regarding this process will be available through our partner portal and our Transition landing page at www.forcepoint.com/stonesofttransition after August 1, 2016.

Q. Does Forcepoint offer deal registration for the Network Security solutions?

Yes, partners will be eligible for deal registration discounts. You can find out more about the Forcepoint deal registration process here: Partner Playbook.

Q. Do Forcepoint deal registration discounts and rules apply to Network Security solutions?

Yes. Deal Registration is a benefit Forcepoint will continue to provide to resellers, both new business and renewal.

Q. Will there be a new price list in 2016? Where can I find pricing information?

No, we are only adding new SKUs and pricing related to the Network Security products to the existing Forcepoint price list. You can contact your local distributor for pricing information.

Q. Will Forcepoint honor outstanding Intel purchase orders past July 27, 2016?

Due to the changes in the licensing model for some products and all SKUs, Forcepoint will work with our channel partners and do our best to provide pricing as close as possible to any purchase order received past July 27, 2016.

Q. How long will Forcepoint honor valid quotes issued before August 1, 2016?

Forcepoint will do our best to honor the pricing contained within quotes issued by Intel after June 30, 2016 — until August 31, 2016, for commercial customers and September 30, 2016, for U.S. Federal customers. Regardless of pricing requirements, all SKUs will change as of August 1, and purchase orders will only be processed after August 1 if they have valid Forcepoint SKUs.

Q. Where can I find information about professional services?
Please contact your Forcepoint Channel Account Manager/Regional Sales Manager, or your preferred Forcepoint distributor.

Q. Where can I find a list of your distributors?
A list of our distributors is available on the website.

MSSP PROGRAM

Q. When is the cutover date from Intel MSP program to Forcepoint MSP program?
As of July 27, 2016, Intel Security will discontinue the Firewall and Enterprise Firewall products from its Managed Services Specialization (MSP), and associated SKUs on the MSP Price books will no longer be active.

Q. What agreements will the MSP partners be required to execute in order to transition the relationship to Forcepoint?
Each Forcepoint Managed Service Provider will be required to execute the Forcepoint Reseller Agreement, the EULA and the MSP Addendum. Please reach out to mssp@forcepoint.com and we will help walk you through the process.

Q. What is the minimum term agreement to be a part of the Forcepoint MSP program?
For details on the program, please reach out to mssp@forcepoint.com.

Q. Do I still go to distribution for quotes, orders, billings, reports, etc.?
For details on the program, please reach out to mssp@forcepoint.com.

Q. How often will I be required to report my usage?
For details on the program, please reach out to mssp@forcepoint.com.

Q. Will my current pricing with Intel be the same with Forcepoint?
Forcepoint will do our best to honor the pricing contained within quotes issued by Intel after June 30, 2016 — until August 31, 2016, for commercial customers and September 30, 2016, for U.S. Federal customers. Regardless of pricing requirements, all SKUs will change as of August 1, and purchase orders will only be processed after August 1 if they have valid Forcepoint SKUs.

Q. How is discounting for partner pricing determined?
For details on the program, please reach out to mssp@forcepoint.com.

Q. Can I offer additional Forcepoint products for my managed services portfolio?
For details on the program, please reach out to mssp@forcepoint.com.

SALES

Q. What is the new sales process? Can I continue to work with the same distributor?

All current Forcepoint distributors will have access to the Network Security products. We also have added new distributors in CALA, EMEA and APAC. Please check with your channel managers in your region for details on the new distributors. Find a distributor.

Q. Why are you changing from perpetual license to subscription license?

In most cases the licensing model is not changing. The change primarily concerns Stonesoft Management Center (SMC) and software appliance licenses. The change simplifies the software licensing. Under Intel there were both perpetual and subscription options available, and many customers found it confusing. In addition, this change aligns the Network Security software license model with the other Forcepoint software products that are subscription-based.

TRAINING

Q. Where can I find technical training?

Technical training is offered both as Virtual Instructor-Led Training (VILT) delivered by Forcepoint instructors and also as classroom training delivered by one of our Authorized Training Centers (ATC). You can find information on courses, dates and times on the partner training page on our corporate website.

Q. Where can I find sales training?

Sales training is free and delivered as computer-based training (CBT) available via the Forcepoint University. Access to the Forcepoint University is available after logging in to the Partner Portal.

MARKETING

Q. Where can I find more information about Forcepoint Partner Marketing Benefits and programs?

A list of marketing benefits can be found in our partner playbook.

Q. Where can I find the Forcepoint company logo and co-branded style guide?

The logos are part of the Forcepoint launch campaign, which you can find on the Partner Portal, which requires a login. Partner Portal login credentials are available after joining the Forcepoint Partner Program.

Q. Where can I find battle cards and competitive information?

Forcepoint battle cards are available in our Partner Portal (requires login).

Q. Where are the sales tools and guides that I need to help me sell Forcepoint solutions?

Partner Campaign Resource Center and the Partner Portal (both require your Partner Portal login).

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