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.

→ **Help and Resource Center.** Leverage Generative AI capabilities to answer your questions with 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 a Customer Success Manager (CSM) to help align strategic business goals, provide relevant insights, and preventative risk strategies. 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 Success Manager.** Gains an understanding of Subscriber's strategy with Forcepoint systems and primary use cases and creates a Customer Success Plan with quarterly review of progress.

→ **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. 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.

→ **Access to Customer Success Architect Team.** Highly skilled technical and domain experts who understand our Subscribers' goals and challenges. The CSA team provides technical solutions advisory that helps Subscribers derive more effective business results from Forcepoint solutions and best practice guidance to help Subscribers stay ahead of security risks.

→ **Value Review.** A semi-annual review with your CSM 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.

→ **Collaborative Strategic Support Planning.**

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 2 Issues		●	●
Customer Success Manager		●	●
Customer Success Architect			●
Success Plan Review		Quarterly	Monthly & Quarterly
Value Review		Annual	Semi-Annual
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 days

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