



With Mission Critical Support you are guaranteed our fastest path to resolving your most pressing support issues.

Better security comes from better support. With Websense Premium or Websense Mission Critical Support, you can ensure maximum performance, reliability, and availability of your Websense solution.

## Websense

# Global Technical Support

## Organizations today require Essential Information Protection

Websense® Global Technical Support provides Essential Information Protection™ for more than 43 million employees at organizations worldwide. Websense security solutions are backed by a worldwide team of highly trained and experienced technical support engineers. With operations around the globe, Websense Global Technical Support provides organizations with the services required to manage the risks of dynamic Web 2.0 applications, helps ensure safe and productive use of the Internet, and provides essential protection for critical systems and information.

### Websense Global Technical Support Benefits

At Websense we don't believe one size fits all. To support our award-winning Web, data, and email security solutions we offer three global support offerings—Websense Standard, Websense Premium, and Websense Mission Critical Support to help you maximize your investment with Websense.

- Experienced, certified technical support engineers

- Solution-based support to maximize your investment with Websense
- Personalized, secure support portal offers our extensive Knowledge Base, product updates, downloads, online case management, and other self-help solutions
- Proactive product advisory alerts.

### Websense Standard Support

Included with every Websense subscription, Websense Standard Support provides unlimited access to the Websense Knowledge Base and MyWebsense, our secure Web portal, as well as phone and email access to technical support engineers during normal business hours Monday through Friday to help troubleshoot problems and mitigate issues. You can submit new cases and manage status, take advantage of the latest security features, download software, upgrades, updates and patches, and review Websense product documentation, anytime. Websense Standard Support helps small- to mid-size businesses that do not require additional support outside business hours to protect their business and get the most out of their investment with Websense.

### Websense Premium Support

Your business doesn't stop for weekends or holidays and neither do we. With global facilities and highly trained technical support engineers, Websense Premium Support delivers all the benefits of Standard Support— around the clock. With exclusive, unlimited access to a toll-free number, you can be assured your most pressing and difficult questions regarding Websense installation, configuration, or software issues will be answered 24 x 7. Websense global, "follow-the-sun" support centers and target-one-hour response times for severity-one issues, ensure you receive priority when you call. Designed for all customers with 24-hour operations, Websense Premium Support ensures that your systems are always up and running and that your investment and your essential information are protected, around the clock.

### Websense Mission Critical Support

For large organizations that require secure, continuous protection from external threats and internal leaks, Websense offers Mission Critical Support, our highest level of service. Websense Mission Critical Support combines all the benefits of Websense Premium Support (24 x 7) with superior technical response coordinated by a highly proactive technical account manager (TAM). A TAM is

## Essential Information Protection

Websense, the global leader in integrated Web, messaging, and data security, enables its customers' success by protecting essential information in the Web 2.0 world. Only Websense solutions provide complete visibility and control over who may use Web, email, or information resources; what information must be protected; how information can be exchanged; and where users and information can go on the Internet. Websense keeps employees productive on any network, anytime and anywhere, to help businesses realize the full potential of constant connectivity while minimizing the risks of data leaks due to human error and malicious attacks. Websense is Essential Information Protection™.

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assigned to your account and works closely with your organization to ensure the highest performance, reliability and availability of your Websense solutions. Your TAM takes the time to understand your complex environment in order to provide strategic support planning to help mitigate security risks, resolve issues quickly and minimize downtime for your critical systems. Websense Mission Critical Support includes architecture reviews, migration planning assistance, training recommendations, and periodic account reviews to keep your business running and ensure you can leverage the power of integrated Web, messaging, and data security solutions. With Websense Mission Critical Support, you are provided our fastest path to resolving your most pressing support issues with expedited call handling, ahead of other customers. With unlimited 24 x 7 access to senior technical support engineers and product specialists, Websense Mission Critical Support provides personalized and essential protection for your critical applications to help you maximize your ROI with Websense. (Available in North America, the U.K., Australia, and New Zealand.)

## Technical Account Manager Benefits

- Designated senior technical support engineer
- Collaborative, strategic support planning
- Expedited case handling and escalation
- Personalized service delivery

## Websense Global Technical Support Services Feature Matrix

Websense Global Technical Support Program	Standard Support	Premium Support	Mission Critical Support
Knowledge Base Articles	x	x	x
Websense Security Alert Notifications	x	x	x
Secure Portal (MyWebsense.com)	x	x	x
Product Documentation	x	x	x
Downloadable Software, Upgrades, Updates and Patches	x	x	x
Online Case Submission & Status	x	x	x
Telephone Access to Technical Support Engineers	Business Hours Monday - Friday*	24x7**	24x7**
Support for Websense Appliances		x	x
Technical Account Manager (TAM)			x
Strategic Support Plan			x
Architecture Review			x
Migration Planning Assistance			x
Training Recommendations			x
Periodic Account Reviews			x
Severity-One Technical Response Time	1 Hour	1 Hour	30 Minutes
Regional Availability	Global	Global	Global

\*Please refer to [www.websense.com/support](http://www.websense.com/support) for business hours in your region

\*\*Severity 1 cases



For more information, contact your Websense sales representative or channel partner or visit our Web site at [www.websense.com/support](http://www.websense.com/support).