

## Your Business Requires Essential Information Protection

**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 plus round the clock support for severity 1 cases. With unlimited access to a dedicated Premium Support phone number, you can rest assured that a WebSense technical support engineer will be available 24/7 to answer your questions regarding WebSense installation, configuration, or software issues for severity 1 cases.**

- **Prioritized Call Handling** – With exclusive access to a dedicated telephone number, customers receive priority support when they call and cases opened through the secure Web portal are immediately assigned to a WebSense technical support engineer.
- **24/7 Global Support for Severity 1 Cases** – Designed for all customers with 24-hour operations and multiple locations across the world, WebSense Premium Support helps ensure your systems are always up and running, and your investment and essential information are protected.
- **Secure Support Portal** – With unlimited access to the WebSense Knowledge Base and MyWebSense, you can submit new cases and manage status, take advantage of the latest security features and download software, upgrades, updates and patches, as well as review WebSense product documentation.
- **Support for WebSense Appliances** – Includes the same 24/7 phone support for severity 1 cases with four-hour or next business day on site response (depending on appliance and warranty) for dispatched parts and labor throughout major countries around the world (subject to service availability within service locations: <http://www.websense.com/content/phone-support.aspx>). And should a disk fail with sensitive data, your drive will be replaced. With WebSense Essential Information Protection, your data never leaves your possession.

### WebSense Global Technical Support

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 support services required to manage the risks of dynamic Web and email applications, helps ensure safe and productive use of the Internet, and provides Essential Information Protection for mission critical systems.

**With WebSense Premium Support, you can ensure your systems are always up and running and that your investment and essential information are protected around the clock.**

In addition to the round-the-clock availability of WebSense technical support engineers for severity 1 cases, Premium Support customers also benefit from response time targets of one hour or less. Your severity 1 issues receive priority, and our engineers will work on them continuously until they're resolved.

### What You Receive:

- Live, 24/7 support for your severity 1 cases from our centers of technical excellence around the world
- Prioritized resolution of critical technical issues by world-class technical support engineers
- Proactive advisory alerts
- Expedited, accurate resolution of critical technical issues by senior technical support engineers
- Access to MyWebSense – submit and track cases through a secure support portal and download software updates and patches
- Support for WebSense Appliances
- Essential Information Protection™ for your critical systems

Websense Global Technical Support Services Feature Matrix

Websense Global Technical Support Program	Standard Support	Premium Support	Mission Critical Support
Assisted Support	5 incidents per subscription year*	Unlimited - Priority queue over Standard	Unlimited - Highest queue prioritization
Online Case Portal & Phone Support	✓*	✓	✓
Knowledge Base	✓	✓	✓
Technical Library and Product Documentation	✓	✓	✓
Support Forum	✓	✓	✓
Security Alerts Notifications	✓	✓	✓
Product Upgrades, Updates, and Patches	✓	✓	✓
MyWebsense secure portal	✓	✓	✓
Telephone access to Technical Support Engineers	Business hours Monday - Friday**	24x7***	24x7***
Severity-one Technical Response Time	1 hour	1 hour	30 minutes
Appliance Support		✓	✓
Enhanced Classification Lookup		✓	✓
Technical Account Manager			✓
Strategic Account Planning			✓
Architecture Review			✓
Migration Planning Assistance			✓
Training Recommendations			✓
Periodic Account Reviews			✓

\* An "incident" is any assisted support where a case is opened and a case number assigned by Websense. Multi-year subscription holders may aggregate and use the allotted incidents at any time during the then-current Subscription Term. Incidents do not rollover to a renewal Subscription Term. Assisted support for SaaS Security support will not count as an incident.

\*\* Please refer to <https://www.websense.com/content/support.aspx> for business hours in your region.

\*\*\* Severity-one cases only: <http://www.websense.com/content/TargetedResponseTime.aspx>



websense® **TRITON™**

Mobile, social, and cloud technologies drive productivity. But they also open the door to data theft and advanced attacks that can slip right by antivirus and firewall defenses. Websense® TRITON™ solutions keep you a step ahead with best-of-breed web, email, and DLP security (available together or separately). Shared analytics, flexible deployment options, and a unified management console make TRITON the must-have solution for today's dynamic environments.

Learn more at [www.websense.com](http://www.websense.com) | +1 800-723-1166 | [info@websense.com](mailto:info@websense.com)

\* Toll-free numbers are only available for Premium and Mission Critical Support in the Americas and Sydney.