

Area	What You Want	What We're Doing
Sales Relationship	<ul style="list-style-type: none"> You want a knowledgeable salesperson who offers strategic input on how to protect your business, your data, and your customers You seek a trusted advisor who connects with you more frequently 	<ul style="list-style-type: none"> Revamped our sales hiring and training process, ensuring that new team members have strong product and application knowledge, and can apply that expertise to our customers' real life environments Structured our sales teams so responsiveness, understanding of the customer, and issue resolution continue to be a top priority Created processes to support cross functional knowledge of our customers so sales teams are aware and can address issues outside of the sales environment
Product Features/ Reliability/ Implementation	<ul style="list-style-type: none"> You want more choice when it comes to product selection and compatibility You want more support with upgrades and implementations 	<ul style="list-style-type: none"> Launching our new TRITON® APX 8.0 modular approach. Customize your security solution and protect your critical data Working with key partners to set up professional service capabilities and offers – targeting North America targeted first, with additional global offerings available in 2015 Updated our training offerings for Websense customers and partners Learn more at: http://www.websense.com/TRITONAPX
Technical Support	<ul style="list-style-type: none"> You want highly trained support staff with more availability around your schedule 	<ul style="list-style-type: none"> While transitioning our support location, we increased our support staff by 54% and revamped the technical training to focus on continuing education We've expanded our Support Model to ensure access to the right resources at the right time Our eSupport changes include updates to our Knowledge Management System, a streamlined hotfix process, a forum revamp, and website usability enhancements
Channel Partners	<ul style="list-style-type: none"> Many of you rely on channel partners for technical help and recommendations 	<ul style="list-style-type: none"> Improving our technical training content and availability in the first half of 2015 so our partners are better able to support you Expanding regional enablement coverage with key partners