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 Standard Support

Included with every Websense subscription, Websense Standard Support provides unlimited 24 x 7 access to the Award Winning eSupport Self Service Websense Knowledge Base and MyWebsense, our secure Web portal, Technical Alerts, product upgrades and updates, and Support Forums. Customers additionally receive 5 incidents per subscription year of phone and online access to technical support engineers during normal business hours** Monday through Friday to help troubleshoot problems and mitigate issues.

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 dedicated telephone 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 helps ensure that your systems are 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 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.)

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

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

Technical Account Manager Benefits

- **Designated senior technical support engineer**

- **Collaborative, strategic support planning**

- **Expedited case handling and escalation**

- **Personalized service delivery**

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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

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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 | +1 800-723-1166 | info@websense.com**

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

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