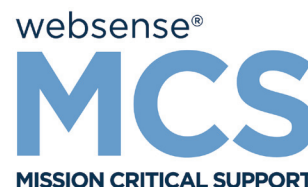


Your Business Requires Essential Information Protection



Your business is complex. You need to know that you are protected from zero-day threats and malicious or accidental data loss. And you need to be confident that you have the support processes in place to prevent downtime when issues arise to keep your business operational. WebSense® Mission Critical Support, our highest level of security protection, provides unlimited support and Essential Information Protection™ for your mission critical systems and is designed to minimize production outages and ensure seamless version upgrades. With access to senior engineers that understand your environment, you always receive proactive and expedited support to keep your business running, around the clock.

Dedicated, Personalized Service

A TAM (Technical Account Manager) is assigned to your account and works closely with your organization along with other senior technical support engineers to ensure maximum performance, reliability, and availability of your WebSense solutions. With personalized service, your TAM takes the time to understand your complex environment to help you mitigate security risks, resolve issues quickly, and minimize downtime for your mission critical systems.

Strategic Account Planning

With WebSense Mission Critical Support you receive architecture reviews, migration planning assistance, training recommendations, and periodic account reviews to track progress, measure results, and identify any issues that could improve the support of your WebSense solution(s). This hands-on and ongoing communication helps ensure continued protection throughout your network and help you to maximize the power of integrated Web, messaging, and data security solutions.

The most effective protection against web threats

- **Architecture Reviews** – Working closely with your staff, your TAM will conduct an architecture review of your environment to identify your unique support requirements and provide specific recommendations to optimize the configuration of your network and WebSense software.
- **Version Migration Planning** – When it is time to upgrade, you can count on your TAM to provide you with a migration plan and recommendation for ensuring the migration process is seamless.
- **Training Recommendations** – Helping you manage your WebSense software to meet your business goals is our primary objective. Your TAM will identify opportunities to provide training to your technical staff to ensure you are maximizing your investment with WebSense.

Expedited Call Handling

With WebSense Mission Critical Support, you are guaranteed our fastest path to resolving your most pressing support issues. Expedited call handling through a special, dedicated telephone number ensures you always receive priority service—ahead of other support customers—from dedicated, senior technical support engineers (for severity-one cases). With target (severity-one) response times of less than 30 minutes, you can count on our senior technical engineers to quickly respond to your urgent business demands.

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

WebSense Mission Critical Support combines all the benefits of Premium Support with a superior level of technical response coordinated by a highly proactive Technical Account Manager (TAM). You need WebSense Mission Critical Support to protect your essential information and maximize your WebSense investment.

What You Receive:

- Our highest level of technical support
- Strategic account planning from a TAM who is focused on your business
- Proactive, personalized service
- Expedited, accurate resolution of critical technical issues by senior technical support engineers
- Support for WebSense Appliances
- Unlimited 24x7 support from our centers of technical excellence around the world

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.

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

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