Forcepoint

Forcepoint Support Programs

At the heart of our Support Programs is a commitment to putting the customer first. We offer tailored solutions designed to meet the unique needs of your organization, ensuring you receive the desired level of service and expertise. Our global, multi-geo support team brings extensive knowledge and experience across our product portfolio to deliver seamless assistance wherever you are.

Our Customer Success team provides strategic insights, expert guidance, and best practices to help you maximize the value of your cybersecurity investment. From proactive planning to ongoing optimization, our Customer Success team partners with you to ensure your security strategies align with your business goals.

Our programs are designed to grow with you—offering the flexibility to upgrade as your organization's needs evolve. With our customer-centric approach and comprehensive support offerings, we're here to empower your success every step of the way.

Forcepoint Essential Support

The entry point into Forcepoint's Support Programs.

→ **Digital access when you need it, wherever you need it.** Leverage Generative AI capabilities to answer your questions with unlimited access to the Forcepoint knowledge base, product guides, upgrade guides, and release notes.

→ **Product resources stay up to date with your Forcepoint products.** Maximize your investment by upgrading to the latest product version, hot fixes and patches, maintenance releases, and release documentation.

→ **Onboarding and training learn from Forcepoint experts.** With onboarding and training, you will ensure that your product is set up to your unique needs from day 1. Continue with successful product deployment with ongoing training and office hours.

→ **Hardware replacement service, basic return and repair is included in Essential Support.** Next Generation Firewall (NGFW) appliances (both N and S-series) now have RMA support included. If you have valid support for NGFW appliance then you have the ability to do RMAs. If you need faster delivery times for RMA then you can upgrade to next business day or same day RMA service.

→ **Self-service onboarding.** Get up and running confidently with our proven onboarding playbooks that walk you through setup decisions and configuration milestones - all at your own pace.

Forcepoint Enhanced Support

Enhanced support includes the benefits of Essential Support. Ideal for organizations who want a more hands-on, proactive approach to their Account Management.

→ **24/7 availability for your most critical issues.** Showstopper issues do not wait for the next business day. Severity 1 issues use a follow-the-sun approach; Forcepoint technicians are always available to assist with your most urgent issues.

→ **Align to your strategic business goals with your Customer Success Manager (CSM).** Your CSM understands your use cases, organization strategy with Forcepoint products, and creates a Customer Success Plan, ensuring you are meeting your goals.

→ **Executive business review.** An annual review with your CSM to evaluate real progress in achieving information security goals, find areas to improve through use of the product, and identify any system health focus areas.

→ **Customized onboarding journey.** Your Customer Success Manager serves as your strategic partner and trusted advisor. They bring industry expertise and knowledge to help you identify opportunities, overcome challenges, and invest in your long-term success from day one.

Forcepoint Enterprise Support

Forcepoint Enterprise Support is ideal for large and more complex enterprise environments. It combines all the benefits of Essential and Enhanced Support with a superior support structure and a more in-depth partnership.

→ **24/7 availability for your most critical issues.** Showstopper issues do not wait for the next business day. Severity 1 and Severity 2 issues use a follow-the-sun approach; Forcepoint technicians are always available to assist with your most urgent issues.

→ **Talk with a Forcepoint Support Engineer when you need to.** With initial response times of 30 minutes or less for Severity 1 calls, you can count on our senior technical engineers to quickly respond to your urgent business demands.

→ **Experienced technicians available in your region.** Your cases will be assigned to Forcepoint's most experienced technicians, who are trained to understand your environment and help solve your critical issues.

→ **Access to Customer Success Architect (CSA) team.** Highly skilled technical and domain experts who understand your goals and challenges. The CSA team provides technical solutions advisory that helps Subscribers derive more effective business results from Forcepoint solutions and best practice guidance to help Subscribers stay ahead of security risks.

→ **Executive business review.** A quarterly review with your CSM to evaluate real progress in achieving information security goals, find areas to improve through use of the product, and identify any system health focus areas.

→ **Collaborative strategic support planning.** Working with Forcepoint Product leaders, a review of upcoming releases and a view into their scheduled dates.

Support offerings at-a-glance

DIGITAL ACCESS (24X7X365) TO FORCEPOINT CUSTOMER HUB	ESSENTIAL	ENHANCED	ENTERPRISE
Knowledge Base	●	●	●
Product Communities	●	●	●
Digital Training Vault	●	●	●
Technical Alerts	●	●	●
CASE MANAGEMENT			
Digital Case Management	8:00am - 5:00pm (local business hours)	24x7	24x7
Phone Support	Severity 1 Monday-Friday	Severity 1 & 2	All Severities
24x7 Critical Incident Support		Severity 1	Severity 1 & 2
Support Resources	Tier 1 Support Team	Global Tier 2 Support Team	Tier 3 Regional Support Team*
Appliance Return and Repair	●	●	●
Escalation Management Team		●	●
CUSTOMER SUCCESS MANAGEMENT			
Self-service Onboarding	●		
Customized Onboarding Journey		●	●
Invite to CSO Office Hours	●	●	●
Customer Success Manager		●	●
Executive Business Review		Annual	Quarterly
Customer Success Architecture Access			●
Join Success Planning		●	●
Product Roadmap Review			●
INITIAL RESPONSE TIME			
Severity 1	1 hour	45 minutes	30 minutes
Severity 2	4 business hours	2 hours	2 hours
Severity 3	8 business hours	6 business hours	4 business hours
Severity 4	2 business days	2 business days	1 business day

* Applicable to N-series and S-series NGFW appliances

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