



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.

Better security comes from better support. Websense Premium Support can ensure maximum performance, reliability, and availability of your Websense solution.

Websense Premium Support

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—around the clock. With unlimited access to an exclusive, toll-free number, you have the reassurance of knowing that answers to your most pressing and difficult questions are just a phone call away, no matter what time you call.

With severity-one response time targets of one hour or less, Websense Premium Support customers can be certain that their most critical issues are worked continuously until resolved with our "follow-the-sun" support model. With Websense Premium Support you can ensure maximum performance, reliability, and availability of your Websense solution.

What You Receive:

- Live, 24x7 support 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

- **Prioritized Call Handling** – With exclusive access to a toll-free 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.
- **24x7 Global Support** – 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, your investment and your essential information are protected, around the clock.
- **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 24x7 hour phone support with four hour response for dispatched parts and labor throughout major countries around the world (subject to service availability within service locations).

And should a disk fail with sensitive data, your drive will be replaced. With Websense Essential Information Protection, your data never leaves your possession.

Essential Information Protection

Websense, the global leader in integrated Web, messaging, and data security, enables its customers' success by protecting essential information in the Web 2.0 world. Only Websense solutions provide complete visibility and control over who may use Web, email, or information resources; what information must be protected; how information can be exchanged; and where users and information can go on the Internet. Websense keeps employees productive on any network, anytime and anywhere, to help businesses realize the full potential of constant connectivity while minimizing the risks of data leaks due to human error and malicious attacks. Websense is Essential Information Protection™.

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Websense Global Technical Support Services Feature Matrix

Websense Global Technical Support Program	Standard Support	Premium Support	Mission Critical Support
Knowledge Base Articles	x	x	x
Websense Security Alert Notifications	x	x	x
Secure Portal (MyWebsense.com)	x	x	x
Product Documentation	x	x	x
Downloadable Software, Upgrades, Updates and Patches	x	x	x
Online Case Submission & Status	x	x	x
Telephone Access to Technical Support Engineers	Business Hours Monday - Friday*	24x7**	24x7**
Support for Websense Appliances		x	x
Technical Account Manager (TAM)			x
Strategic Support Plan			x
Architecture Review			x
Migration Planning Assistance			x
Training Recommendations			x
Periodic Account Reviews			x
Severity-One Technical Response Time	1 Hour	1 Hour	30 Minutes
Regional Availability	Global	Global	Global

*Please refer to www.websense.com/support for business hours in your region

**Severity 1 cases

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.

For more information, contact your Websense sales representative or channel partner or visit our Web site at www.websense.com/support.