

Websense® Platinum Support

What You Will Receive

- A dedicated team of highly-skilled technicians focused on your account.
- 24 x 7 x 365 support.
- An initial configuration assessment.
- Annual proactive system tune-ups.
- An exclusive toll-free number, with priority access to highly-trained support technicians.
- Priority email support.
- Four free web-based training sessions per year.

Continuing Education

Websense Platinum Support subscribers may attend one instructor-led, web-based training session each quarter (a \$3,500 annual value). Designed for network or system administrators responsible for the deployment and maintenance of Websense solutions, these web-based training courses will focus on a specific area, such as web filtering, desktop security, or reporting.

Websense® Solutions

Websense Platinum Support provides expert service to help you maximize the return on your Websense investment. Websense Platinum Support delivers experienced, personalized service and around-the-clock assistance, plus proactive services and continuing education to ensure the superior performance, reliability, and availability of your Websense solution.

Dedicated Service

Designed for large or complex organizations that want more out of their technical support programs, Websense Platinum Support provides you with a dedicated Technical Account Group (TAG) focused specifically on your organization. Each TAG team consists of highly-skilled technicians with at least four years of experience in a technical environment, strong troubleshooting and analytical skills, and extensive experience with Websense products. TAG technicians undergo over 75 hours of training each year and are Websense Certified System Engineer (WCSE) certified. Because each TAG team handles a small number of accounts, you will be directed to a team member familiar with your environment and issue history, saving valuable time in the problem-resolution process.

Top Priority

During the work week (5:00 a.m. to 5:00 p.m. Pacific Standard Time, Monday through Friday) you have direct, priority access to the members of your TAG team through a special toll-free priority number. After hours, your priority support continues, with 24 x 7 x 365 VIP access to our highly-trained technicians. You can always count on quick access to qualified support personnel with Websense.

Configuration Assessment and Annual Tune-Up

Websense Platinum Support includes a free kick-off conference call with your TAG team to document your network, configuration, and implementation information. At the end of the first year and during each subsequent year, your TAG team will recommend a tune-up for your system. As part of this annual service, your TAG team will assess your environment, analyze reported issues, and recommend configuration and implementation changes. This proactive and routine maintenance will help ensure continued web security, web filtering, and endpoint protection throughout your network and throughout the coming year.

For more information, visit www.websense.com