

# ForeScout Premium Care

## Mission-critical security support combined with proactive service

Today's ever-expanding proliferation of devices connected to a corporation's global network infrastructure requires a fast, efficient and proactive security approach. The ForeScout® Premium Care Offering, designed for large-to-global enterprises, holistically addresses your security needs now and in the future. Your security solution will be optimized by coupling rapid incident response with a more proactive maintenance of your ForeScout deployment.

### Overview

ForeScout Premium Care enables organizations to rapidly address critical events while taking a more proactive view of your current environment. This includes all the benefits of ActiveCare Advanced and expands on those services, with the priority support treatment of elevated service level agreements (SLAs), access to a designated Principal Customer Engineer, and scheduled health checks of your ForeScout deployment. A Service Account Manager is assigned to coordinate the proper resources for all deliverables and host quarterly service reviews to ensure best practice utilization and optimal performance. Premium Care will help maximize your return on investment of your ForeScout deployment.

### Key Features and Benefits

**ActiveCare Premium:** 24x7x365 access to ForeScout Technical Support Engineers and advanced rapid replacement services for hardware failures. Priority Support SLAs, Sev1 Cases will receive a 30-minute SLA response time and Sev2 Cases will receive a 1-hour SLA response time.

**Service Account Manager:** A single point of contact who brings best practice knowledge, escalation management and company-wide ForeScout collaboration to ensure the success of your investment.

**Health Check and Quarterly Service Reviews:** Yearly optimization of efficiencies within your ForeScout deployment through required annual health checks and regular operational reviews to highlight trends and develop long term solutions as necessary.

### Activities and Deliverables

- Customized day-one account support plan
- Personalization of ForeScout reports and metrics
- Scheduling of Quarterly Service Reviews
- Security and Technical Alert Reviews
- Scheduling of annual health check covering your ForeScout deployment

### Highlights

#### Elevated SLAs

- <) Rapid response to customers' critical events and challenges
- <) Designated Principal Customer Engineer to reduce time to resolution on critical issues
- <) Assigned escalation single point of contact for owning and driving issues

#### Service Account Manager

- <) Single point of contact for a customer to help facilitate best practices and answers to all questions
- <) Provides feedback to improve product quality and functionality, through voice-of-the-customer initiatives
- <) Conducts and leads quarterly account reviews

#### Health Checks

- <) Help ensure optimum performance of customer environment
- <) Identify areas of potential improvements with policy efficiency, resource optimization and code currency
- <) Current configuration documentation and recommendations