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Proofpoint Advisory, Applied and Applied Plus Service Packages

Package Summary

Services

- Proofpoint Advisory service packages
- Proofpoint Applied service packages
- Proofpoint Applied Plus service packages

Key Benefits

- Curated packages that allow you to choose services that best align with your needs and objectives
- Premium services to elevate security programmes, ensure best practices, and adapt to evolving threats
- Programmatic security approach blending people, processes, and technology for optimised short- and long-term investment
- Strategic partnership with Proofpoint experts, including premium onboarding, deployment, training, and ongoing support tailored to desired engagement level

Proofpoint delivers comprehensive cybersecurity packages that integrate best-in-class solutions to protect your organisation across the entire attack chain. Our People Protection and Defend Data packages, for example, already establish a strong foundation for your security posture. To advance your threat and data protection initiatives, we offer the Proofpoint Advisory, Applied and Applied Plus service packages.

These curated packages allow you to choose services that best align with your needs and objectives. They can be added to the following People Protection packages: Core, Plus, Advanced, and Complete. The three service levels are also available for the DLP Transform package in our Defend Data offering.

The services allow you to take a programmatic approach to security that seamlessly blends people, processes and technology, optimising your investment in both the short and long term. They are designed to ensure your organisation follows best practices, has access to expert resources and adapts to evolving threats and tactics.

Add Value With Expert Services

A comprehensive defence-in-depth security strategy extends beyond technology alone. The effectiveness of your threat and information protection initiatives often hinges on how well people and processes support your technological defences. To maintain a robust security posture, you should have access to specialised expertise and be able to identify and adapt to emerging threats. However, many organisations face challenges that can impede their security optimisation efforts. These obstacles may include, for example, staff attrition, shifting priorities, leadership changes, and new compliance mandates.

These premium services are part of Proofpoint's integrated Human-Centric Security platform, mitigating the four key areas of people-based risks.

Whatever your circumstances, we can help advance your security programmes. With these curated service packages, you gain a strategic partner who knows Proofpoint products better than anyone else. They also include premium onboarding and deployment to ensure fast time to value for your licenced products. Each bundle also includes training services to ensure your team is well-versed in key product features and capabilities. From there, you choose the level of engagement you want with our team, from ongoing advice and guidance to hands-on-keyboard management of critical components of your Proofpoint technology stack (or a combination of the two).

"This is not staff augmentation. You can't buy this level of experience. MSPs don't have the expertise that Proofpoint has. Proofpoint is my first choice for services, regardless of price, because I need confident answers."

—*Head of cybersecurity at a healthcare services provider*

Proofpoint Advisory Service Package

The Proofpoint Advisory services give you ongoing access to Proofpoint expertise while allowing you to maintain control of day-to-day operations of your Proofpoint platform. Our team serves as a go-to resource for your internal staff. We provide consistent guidance and strategic problem solving. We get to know your organisation and objectives and offer proactive recommendations that matter for your environment. Depending on the package you licence, you can expect services like the ones described in this section.

An ongoing relationship with a Technical Account Manager

Your Technical Account Manager (TAM) will help you optimise, integrate and maintain your Proofpoint deployment. Your TAM will get to know your organisation and provide strategic insights to help improve your environment. They'll keep you informed of new Proofpoint features and updates and serve as a technical advocate that manages and monitors your interactions with the Proofpoint technical support team. Your TAM will even escalate issues and feature requests on your behalf.

Assistance with planning a people-centric risk management programme

Our team of security awareness professionals has deep experience developing and delivering cybersecurity awareness programmes tailored to the threat landscapes, security cultures, and objectives of individual organisations. They will help you formulate a plan and execute key activities through the Proofpoint Security Awareness platform. These activities include email-based, text-based, and QR code-based phishing simulations as well as training aligned to Proofpoint threat intelligence.

Access to Professional Services resources

A monthly pool of consulting hours will be available to you to help ensure maximum protection of your licenced products. Our experts have extensive knowledge of the Proofpoint technology stack and will make proactive recommendations to help you optimise your deployment. They will help you course correct in the face of changing security requirements and safely guide you through production implementation of new features. And they will teach you how to conduct analysis and tuning based on your desired outcomes.

Licences for our Threat Intelligence portal

Proofpoint threat researchers are widely recognised for their knowledge and expertise. With our Threat Intelligence Services (TIS) portal, you'll have self-service access to key findings about perennial and emerging threats that could be targeting your organisation.

Secure Email Relay optimisation

When you add Advisory services to your Plus, Advanced or Complete product bundle, our team will help you expedite and maximise the initial impact of Proofpoint Secure Email Relay (SER). We'll also help you identify, enable and maintain applicable traffic flowing through SER. We layer in ongoing deliverability and SER project management services to free up your valuable internal resources for other projects.

Proofpoint Applied Service and Applied Plus Service Packages

To stay ahead of an evolving threat landscape, access to world-class expertise is key. When you choose our Applied or Applied Plus services, we seamlessly take over hands-on-keyboard operation of critical components of your Proofpoint platform after deployment. With these packages, you gain a high-touch strategic partnership with a team of Proofpoint specialists.

Our proprietary, tech-enabled service model enables us to deliver unique expertise and efficiencies that most organisations cannot duplicate, even with highly skilled internal or external resources. Regardless of the Applied or Applied Plus package you choose, you'll see consistent value from:

- Our ability to operationalise tactical threat intelligence to protect your people and your data

- Self-directed, ongoing system management, detection optimisation and event analysis, allowing you to redirect internal resources while ensuring programme continuity

- Board-ready reporting that documents our team's activities, outcomes and proof of value

Bodies are easy, but expertise is hard to find, hire, and retain. With the market we've experienced, we'd have no security team without Proofpoint.
—*Managing director at a global transportation services company*

Key components of Applied service packages

Depending on your Applied service package, you will gain access to some of the components available for Advisory clients, including the security awareness programme and SER services detailed above. But you will also have access to more advanced services for your licenced products. These include:

- **9x5 management of key Proofpoint email threat protection and data loss prevention (DLP) products.** Our team delivers clear ROI on three distinct levels: direct access to critical intelligence that impacts your people and data; the expertise to translate that intel into actionable protections; and experienced system administrators to apply approved changes within your environment. Our goal isn't just to keep your products running at peak performance. We strive to be your most trusted security partner and a key resource in helping you define, execute and evolve your threat and information protection programmes.

- **Request for information (RFI) hours and tailored threat intelligence delivered by our research team.** You'll have up to two RFI hours to use quarterly for independent research, analysis, investigation, and reporting specific to your organisation. This, paired with access to our TIS portal, will give you a more complete picture of the ways your people and data are being targeted by attackers.

- **Enhanced Proofpoint Takedown support for Plus, Advanced and Complete.** Our experts will help minimise your exposure to malicious domains by rapidly deploying blocklists and executing takedowns for 50 domain submissions per year (in addition to the 25 received with your product package). Proofpoint processes strictly adhere to industry standards for abuse reporting, ensuring peace of mind and legal conformity.

Key components of Applied Plus service packages

When you choose an Applied Plus package, you gain the benefits of Applied services and more. Depending on your licenced product package, you can expect the following:

- **Enhancements to your security awareness services,** with management of up to three concurrent programme workstreams. This elevated service option delivers several premium benefits, including support from a strategic, cross-stream Program Coordinator, custom phishing simulations, and quarterly threat intelligence briefings that align to your programme initiatives.

- **Access to our Premium Threat Intelligence Services,** which expands your RFI hours to eight per month and increases your total TIS portal licences. You'll also be able to schedule monthly, customised 30-minute meetings with a designated analyst from our threat research team.

- **Additional support from the Proofpoint Takedown team,** with service provided for up to 150 additional domain submissions per year (on top of the 25 included with your Plus, Advanced or Complete product package).

- **An ongoing relationship with a Technical Account Manager,** which brings key benefits from our Advisory service level to your Applied Plus bundle. This ensures end-to-end guidance across all your licenced products and offers the highest level of optimisation for your Proofpoint platform.

A Programmatic Approach with Proofpoint Services

Proofpoint People Protection and Defend Data product packages give you access to unparalleled threat and information protection technologies. But human-centric security requires more than products, more than AI and more than dashboards. It requires people and processes as well as technology. And when it comes to operationalising threat and information protection programmes that ingest and apply emerging intelligence, take full advantage of key features and capabilities of the Proofpoint platform, and evolve in the face of an ever-changing landscape – you can confidently put your trust in Proofpoint people, processes and technology.

To learn more about our Advisory, Applied and Applied Plus service packages, contact your Proofpoint account manager or email **PremiumServices@proofpoint.com**.

LEARN MORE

For more information, visit **proofpoint.com**.

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