

Proofpoint ZenGuide Premium Services

Upskill your user base and reduce risk with help from our experts

Key Benefits

- Leverage our deep experience in developing and delivering tailored, threat-driven programs that reduce risk.
- Rely on us to manage administrative and deployment tasks so your internal resources can focus on other initiatives.
- Maximize your investment in the Proofpoint ZenGuide platform and focus on advancing your security culture.
- Choose the service level that matches your objectives.

With Proofpoint's ZenGuide™ Premium Services, you get access to a partner who will help you elevate user education. Security awareness programs are critical to defense-in-depth strategies for people protection. Our team can help you design, implement, document and measure a program that will prioritize behavior change and align to your culture and objectives.

Cybersecurity skills are not "work skills" ... they are life skills. They protect people, data and devices in traditional workplace settings, remote environments and at home. Effective programs go beyond compliance. They are thoughtful and multifaceted. They factor in behavior change, cultural dynamics and changing threat conditions. And they require dedicated time, attention and expertise. These elements are too often in short supply.

ZenGuide Premium Services are a game changer for organizations that do not have access to skilled program practitioners. Our team has helped organizations of all sizes around the globe. You can rely on our experts to guide your program strategy and focus on portable skills and repeatable behaviors.

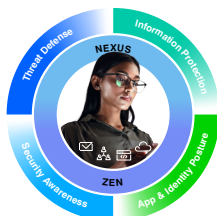
Work with our world-class experts

Security awareness success depends on more than just great tools and content. It must evolve. And it must rely on strategic planning and human risk management.

Our Premium Services team delivers expert knowledge of the Proofpoint ZenGuide platform. Our credentialed practitioners know how to optimize available assets. We also know how to strategize around program development, combining key elements to drive engagement and strengthen cyber sensibilities.

We are there for you every step of the way, from onboarding to goal-setting to program planning and execution. We will help you devise a strategy that draws upon our proven methodology, the Proofpoint learning framework and

This solution set is part of Proofpoint's integrated human-centric security platform, mitigating the four key areas of people-based risks.



best practices. We can advise, develop and document across a range of activities, including:

- Simulated phishing campaigns
- Knowledge assessments
- Cultural surveys
- Training assignments
- Awareness and security culture-building initiatives

Ensure continuity, progress

It is hard to find and retain skilled security awareness practitioners in a competitive market. And it is next to impossible to mature a program without the right resources. Our team works with you to guide and mature your program. And we take on the responsibilities of week-to-week and month-to-month execution. Whatever internal staffing challenges you might face, your program will continue as planned.

Draw on our threat intel

Threat actors constantly evolve their tactics. And they are laser-focused on your largest attack surface: your people. Our team has access to world-class Proofpoint threat intelligence and associated awareness and training materials. We help you identify and address the emerging, seasonal and ongoing threats that put your organization and employees at risk.

Gain actionable insights

Visibility helps you gauge success. It also allows you to focus and fine tune your efforts. We help you evaluate progress, document results and make informed adjustments. And we help you identify the metrics that are most relevant to the real-world behaviors that impact risk.

Our insights can be shared easily with stakeholders.

Learn more at proofpoint.com

Proofpoint, Inc. is a leading cybersecurity and compliance company that protects organizations' greatest assets and biggest risks: their people. With an integrated suite of cloud-based solutions, Proofpoint helps companies around the world stop targeted threats, safeguard their data, and make their users more resilient against cyber attacks. Leading organizations of all sizes, including 85 percent of the Fortune 100, rely on Proofpoint for people-centric security and compliance solutions that mitigate their most critical risks across email, the cloud, social media, and the web. More information is available at www.proofpoint.com.

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We can provide regular reporting on key performance indicators, like:

- Outcomes of activities like phishing simulations and training assignments
- Correlational analysis by departments, geography or roles
- Progress against baseline data, improvement trends and areas of concern
- Risk domains and industry benchmarking

Choose your service level

Our team supports enterprises of all sizes, across many industries and global regions. We do not believe in a one-size-fits-all approach. And our multitier offering reflects this. We offer three service levels:

- **Silver**—This service provides a baseline, single-stream program for up to 2,500 users. You get monthly access to a Proofpoint program administrator who guides and manages quarterly phishing and training efforts.
- **Gold**—This service enables a more strategic, single-stream program for any number of users. You get weekly access to a Proofpoint program administrator who guides and manages monthly phishing simulations as well as quarterly global and targeted training efforts.
- **Platinum**—This top-tier service supports a highly strategic, multistream approach for any number of users. It is ideal for multitenant organizations and those with more complex program objectives. You get weekly access to Proofpoint work stream administrators as well as ongoing access to a program coordinator. It includes all of the benefits of Gold, additional support for threat-driven and role-based risk management initiatives and other key enhancements.

Whatever your goals, ZenGuide Premium Services can help you optimize and evolve your cyberskill-building efforts.

ZenGuide Premium Services was formerly called Managed Security Awareness.