

Google Apps Security and Compliance Support Programs and Services



ABOUT GOOGLE APPS SECURITY AND COMPLIANCE

Google Apps security and compliance products, powered by Postini, are available to businesses and organizations who want to make their existing email infrastructures more secure, compliant, and productive. The message security products protect you from spam and messaging threats. The compliance products enable you to enforce message policy and content management, archive messages with discovery services, as well as secure your web browsing and encrypt your sensitive email. As a service, there is nothing to install or maintain, so you can start small and implement additional services as your requirements grow.

For more information, visit www.google.com/a/security

Google's support programs are a perfect complement to your security and compliance products, powered by Postini. From our online portal services and customer care center to enterprise-level technical account management and activation services, Google offers a wide range of support programs for security and compliance tailored to your specific requirements.

With the help of Google's security and compliance support and service professionals, you can rest assured that your electronic communications are always fully protected and operating at peak performance.

Get technical support the way you want it – when you need it

All customers can submit routine support questions and issues to our experienced support staff through the support portal – from anywhere and at any time of day. Cases are directly routed to technical support engineers for resolution and responses are posted during regular business hours.

In addition, Google security and compliance products purchased directly from our sales associate include telephone access to our dedicated and knowledgeable staff in the Google customer care center, which is open from 3 a.m. – 8 p.m. EST, Monday through Friday (U.S. holidays excepted). In case of technical support emergencies, Google also offers 24x7 telephone support for these customers – at no additional charge. For customers purchasing Google security and compliance products online, we have created a separate support program tailored specifically for their needs.

Whether you submit your question via telephone or online, you can track its status through resolution on the support portal.

Maximize the value of your Google security and compliance products with world-class support

Google offers three levels of technical support to maximize your investment in the security and compliance products: Standard, Express Edition, and Premier Edition support.

Standard support

Available to all Google security and compliance customers purchasing the products from our sales team, free of charge, and includes:

Quick and intuitive case submission Cases can be submitted via a toll-free telephone number or online through the support portal.

Online tracking All support cases can be tracked through the support portal.

Emergency coverage 24x7 emergency telephone technical support is available.

For organizations that need additional, individualized technical support for their security and compliance products, Google offers Express Edition and Premier Edition support programs. Both offerings give customers access to Google's team of experienced, world-class Technical Account Managers (TAMs).

Express Edition support

Expands on Google's standard support to include:

Priority technical support Premier Edition support customers receive a special toll-free telephone number and access to a dedicated web queue on the support portal to automatically escalate all support issues to senior support engineers for priority case resolution.

Priority case treatment "Fast-track" case handling places every online and telephone technical support inquiry at the front of the queue for quicker response and resolution.

Access to expertise Access to Google's TAM team to assist with case escalation and resolution.

Enhanced communications Proactive notifications of major events and issues affecting mail flow; authorized access to our Support News & Events site, containing a wealth of information provided only to our enhanced support clients.

Regular usage reports Summary reports allow you to analyze the efficiency and effectiveness of your products. Express Edition customers receive monthly summary reports highlighting mail flow and pertinent statistics for the previous three months.

Special rates for consulting projects Discounts on select professional services offerings to help manage complex migrations, conduct routine performance assessments, complete custom branding projects, or assist with new product deployment.

Premier Edition support

Delivering the highest level of personalized support, Premier Edition provides all of the benefits of Express Edition as well as access to a dedicated, named TAM. Your TAM works closely with your system administration staff to understand your business requirements and technical environment, and provide proactive recommendations to keep your services running smoothly.

Dedicated TAM Your TAM is on-call to assist you with submitting, tracking, and escalating support issues, planning your configuration, deploying new services, and ensuring that your services are optimized for your organization's specific needs. Your TAM also:

- Provides planning and project tracking support. Working with your system administration staff, your TAM helps you manage changes to your services due to platform migration, internal organizational changes, or other external environmental factors.
- Analysis of monthly reports, with recommendations to help keep your security and compliance products optimally configured.
- Keeps you current on the latest security issues. Your TAM proactively notifies you of changes in the system network and helps you understand how these changes may impact your communications security and compliance.

- Acts as your liaison to Google security and compliance product management. As a Premier Edition customer, you receive visibility and early access to new products in development. Plus, your TAM ensures that your needs are represented to product management during the product specification and development phases.

Periodic performance analysis reports Your TAM conducts periodic system reviews and analyses, providing you with performance tuning and configuration recommendations that help maximize the efficiency and effectiveness of your products.

Management sponsorship A member of the management team acts as your sponsor, working with your organization to understand your goals and ensure the success of your investment.

Global client support For multi-national corporations, Google can assign a secondary, named TAM – located at one of Google’s regional facilities – to provide regional support and project assistance.

All customers receive automatic updates and upgrades to their Google security and compliance products through the technical support organization – at no additional charge. Premier Edition and Express Edition subscribers can receive additional assistance completing the update or upgrade through the TAM group.

Activation services get you up and running quickly

You can take advantage of PowerUp to quickly activate your products, implement best practices, and maximize your investment in Google security and compliance products. Elements of PowerUp include:

Initial service set up Start-up configuration assistance, including one administrator, one test account, and one configured domain for the service.

Access to common tools Full access to the administration console and other management tools, enabling you to adjust virus and spam filtering, add users and administrators, set access and security levels, and manage server configurations.

Support overview Expert support from world-class customer support organization and access to the support portal.

Online documentation Detailed implementation guidelines and documentation to assist in rolling out the services to your users.

Dedicated project manager (optional) Help plan, support, and track your customized implementation. The project manager provides detailed project plans, recommended configurations, custom communications, and a single point of contact for all service activation issues.

Expand your options with Google’s online support resources

Google complements our technical support programs with a variety of online resources, available to all customers free of charge.

Community forum Discuss technical issues and services with other Google security and compliance customers.

Support portal Submit technical support questions, track support cases, peruse technical tips, learn about upcoming product releases, changes, updates, and more.

Customer knowledgebase Take advantage of our extensive experience with more than 40,000 businesses that regularly contribute best-practices updates to service settings.

Administration guide and other important documentation Read about how-to steps, conceptual information, and troubleshooting techniques in searchable HTML and PDF formats.

Real-time system status View real-time status for the Google security and compliance network, updated every two minutes. 'Traffic lights' show current email delivery throughput along with web performance indicators.

Online training Get up to speed at your convenience through instructor-led webinars or a series of online tutorials available on the support portal.

Google security and compliance technical support – your partner in success

With Google's wide range of technical support programs, you get the support you need, when you need it. Our goal is to keep your company's electronic communications secure and compliant – and keep you focused on running your business. When you subscribe to Google's technical support programs and take advantage of our vast array of services, we become a critical partner in your business' success.

Feature	Standard Edition	Express Edition	Premier Edition
Google Support Portal	•	•	•
• Detailed documentation	•	•	•
• Online training	•	•	•
• Threat advisory postings	•	•	•
Toll-free call center access – 17x5 (3 a.m. – 8 p.m. EST)	•	•	•
Emergency telephone support, 24x7	•	•	•
Submit support cases via web or email	•	•	•
Unlimited cases per month	•	•	•
Dedicated, toll-free call center number, US/EMEA		•	•
Fast-track case priority handling		•	•
Case escalation and incident management		•	•
Monthly summary reports		•	•
Proactive notifications for spam, virus, and operational events		•	•
Professional services		Discounted fee	Discounted fee
TAM services		Access to TAM staff	Dedicated TAM
Management sponsor			•
Case escalation/tracking/oversight			•
Back-up TAM availability			•
Product roadmap briefings			•
Configuration and project consultation			•
Standing account review meetings			•
Quarterly on-site operations review			•
Industry vertical stats analysis included in monthly reports			•

