BLUE COAT

Security Empowers Business

PREMIUMDIRECT PLUS

DATASHEET

Business critical availability demands a network security infrastructure that you can count on. PremiumDirect Plus (PDP) provides you a proactive approach to problem avoidance and risk management and helps manage growth and change in your network.

A Holistic Approach

As growth and change are a constant, it can be a challenge to maintain network security environments in a desired and optimal steady state. PDP represents a holistic proactive approach to help you stay ahead of the curve. PDP is a multi-faceted program combining proactive technical support, consulting and training – with one result – helping your network security infrastructure maintain optimal steady state.

Is PremiumDirect Plus Right for You?

If your organization is experiencing rapid growth and continous change with business critical availability as a top priority, PDP is the perfect fit for you. Coupled with the ability to achieve rapid problem resolution and maximize operational efficiency, PDP puts you ahead of the curve.

Achieve Your Desired Optimal Steady State

The core of the program encompasses two key roles; the Designated Support Engineer and Service Account Manager. The Designated Support Engineer is your single point of contact with single ticket resolution. Single ticket support addresses your Crossbeam solution and associated multi-vendor security applications resulting in quicker resolution.

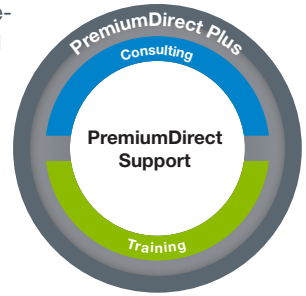
Your Designated Support Engineer, is a virtual extension of your team and is in tune with your environment at all points in time resulting in quick answers when you need it most. The Designated Support Engineer also provides you with proactive recommendations which often result in problem prevention.

Achieving optimal steady state requires another critical component – your Service Account Manager. Your Service Account Manager not only looks at your environment from a technical support perspective but from an overall infrastructure point of view. During regular network security reviews with the Designated Support Engineer and your team both near term and potential future challenges are addressed.

PremiumDirect Plus

Comprehensive approach with access to Crossbeam Services how and when you need it.

- Proactive Single-Ticket Technical Support
- On-going Consultative approach
- Continuous Expertise Transfer



The key focus is on how to stay a step ahead of the growth and change demands of your environment. Your Service Account Manager works with you recommending key consulting and training components to keep you ahead of the curve such as architecture design reviews, capacity planning, expertise transfer and training to optimize your environment.

Achieve and maintain optimal steady state for your network security environment by leveraging the benefits of PDP. Contact your sales representative today to explore how you can achieve your desired optimal steady state for your environment.

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