

# Enhanced Technical Support



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## ABOUT GOOGLE APPS SECURITY AND COMPLIANCE

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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.

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For more information, visit [www.google.com/a/security](http://www.google.com/a/security)

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Designed for customers who want personalized, priority technical support, Google's enhanced technical support services let you maximize the value and effectiveness of your Google security and compliance products, powered by Postini. Our team of experienced and highly skilled technical account managers (TAMs) act as an extension of your in-house staff to help you optimize your Google security and compliance services.

Offering two levels of support based on your specific requirements and needs, Google's enhanced technical support services let you rely on the experts at Google to ensure your security and compliance products are running as efficiently and effectively as possible.

### Express Edition support

When you subscribe to Express Edition support, our experienced TAMs work with you to track and resolve open technical support cases and escalations through resolution, ensuring all of your questions and issues are addressed quickly and efficiently.

Express Edition clients also receive:

**Priority technical support** Premier Edition 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 a 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 and 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 Google services due to platform migration, internal organizational changes, or other external environmental factors.
- **Analysis of monthly reports** Provides recommendations to help keep your Google 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 services.

**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 customer support** For multi-national corporations, Google assigns a secondary, named TAM – located at one of Google's regional facilities – to provide localized support and project assistance.

