

Netskope Premium Plus Enhanced Customer Support and Engagement

Netskope Premium Plus

Netskope extends its customer services offerings to blend deep, customer-specific knowledge with best practices and troubleshooting expertise. Premium Plus complements Netskope Basic and Premium services offerings—providing various degrees of service and support based on customer needs.

WHY CHOOSE NETSKOPE?

Netskope Premium Plus combines a proactive, strategic Technical Account Manager (TAM) with a highly technical Focused Support Engineer (FSE). The TAM works to maximize investment value, with Value Realization workshops to strengthen the ongoing partnership. The Netskope FSE provides faster response times on support tickets, so your team stays focused on adoption and operationalization.

TECHNICAL ACCOUNT MANAGER (TAM)

- Eight hours per week
- Dedicated partner for your team
- Proactive, strategic account management to speed time to value
- Netskope cloud security road map planning

FOCUSED SUPPORT ENGINEER (FSE)

- Premium Support SLAs
- Continuity in Support personnel for all troubleshooting
- Weekly Support reporting
- Quarterly ticket scorecard
- Proactive health monitoring

KEY BENEFITS AND CAPABILITIES

Dedicated, embedded technical account management

TAMs work with customers to plan an adoption road map, based on our Value Realization Plan.

Accelerated response with proactive planning

Your Focused Support Engineer will stay up to speed on the details of tickets, working with your team to expedite troubleshooting and resolution. In parallel, the TAM concentrates on improvements and advancements in the Netskope platform.

Enabling faster time to value

Your Netskope TAM will collaborate with your team to accelerate adoption across your organization. TAMs work with the Support and Professional Services teams on your behalf to move toward complete activation and adoption.

Netskope seamlessly works for you

Our highly engaged approach increases the depth of integrations and decreases the time to realize value. With optimized Support and Technical Account Management, Netskope works to protect your enterprise effectively, seamlessly, and continuously.

Netskope Premium Plus
delivers expertise to your
team at the right time,
with the right skills.

SERVICES	PREMIUM SUPPORT	NETSKOPE PREMIUM PLUS
24/7/365 global support	✓	✓
Notifications: Changes, maintenance, upgrades, etc.	✓	✓
Knowledge Hub access	✓	✓
Phone support	24/7/365	24/7/365
P1/P2 tickets	24/7/365	24/7/365
Service-level agreement	Premium Support SLA	Premium Support SLA
Root cause analysis reporting	✓	✓
Troubleshooting	✓	✓
Focused Support Engineer	×	✓
Weekly support updates or more frequently, if needed	×	✓
Continuity in personnel	×	✓
Solve complex issues faster	×	✓
Quarterly ticket scorecard	×	✓
Proactive health monitoring	×	✓
Specific environment knowledge	×	✓
Technical Account Manager	×	✓
Quarterly business reviews	×	✓
Value Realization workshops	×	✓
Proactive, timely activities	×	✓
Upgrade and integration assistance	×	✓
Embedded partner	×	✓
Cloud security expertise and industry trend insights	×	✓
Strategic planning	×	✓

Basic Support Services are available at no cost Monday through Friday, 8 a.m. to 9 p.m. in Pacific Time Zone.



The Netskope security cloud provides unrivaled visibility and real-time data and threat protection when accessing cloud services, websites, and private apps from anywhere, on any device. Only Netskope understands the cloud and takes a data-centric approach that empowers security teams with the right balance of protection and speed they need to secure their digital transformation journey. Reimagine your perimeter with Netskope.