

SOLUTION BRIEF

# Proofpoint Premium Services

Optimize Proofpoint solutions and improve security programs with Advisory and Applied Services

## Services

- Proofpoint Advisory Services
- Proofpoint Applied Services

## Key benefits

- Integrate people, processes and technology for short- and long-term optimization
- Work with security experts who understand Proofpoint solutions best
- Strengthen your security programs, align with best practices and stay ahead of threats
- Choose from tailored service tiers to meet your needs and goals

The Proofpoint human-centric security platform protects against threats, secures data, guides users and safeguards applications. But strong security programs require more than just technology. To stay ahead of an evolving threat landscape, you also need access to world-class expertise.

Proofpoint Premium Services provide you with skilled professionals so that you can get the most from your security investment. Whether you need expert advice or hands-on management of Proofpoint solutions, our Premium Services help you follow best practices and adapt to evolving threats.

With Advisory and Applied Services, you gain a strategic partnership with a team of Proofpoint specialists. You choose the level of engagement you want—from ongoing advice and guidance to hands-on-keyboard management of your Proofpoint technology stack.

## Advance Your Strategic Objectives

Security requires more than tools. People and processes make technology stronger. Our goal is to be your most trusted security partner and a resource for developing and refining your threat protection and data security programs.

Whatever your circumstances, we can help advance your security programs.

- **Get expertise when you need it.** All Proofpoint Premium Services provide ongoing access to seasoned security professionals. Our experts help you apply threat intelligence, mature your data security initiatives and stay ahead of regulatory changes.
- **Ensure consistency and predictability.** Hiring, training and retaining security staff can be costly and time-consuming. What's more, talent gaps can significantly impact how well your key initiatives get executed and whether they evolve. With Proofpoint Premium Services, you get reliable expertise and continuity for your threat and data protection programs—with no surprise costs.
- **Free up internal resources for core tasks.** No security team would say no to having more bandwidth. Let our Premium Services team guide and manage your Proofpoint solutions, giving your staff more freedom to focus on strategic priorities.

## Proofpoint Advisory Services

Advisory Services give your team access to expert guidance while they manage daily operations of your Proofpoint platform. Our professionals serve as a go-to resource. They provide strategic advice and problem-solving. They get to know your organization and its objectives and offer proactive recommendations that matter for your environment.

Advisory Services are delivered as a tiered service model that's designed to fit your needs. Use our team for technical account management, scheduled consultations and tailored threat intelligence—or a combination of the three.

### Ongoing technical account management

Proofpoint **Technical Account Managers (TAMs)** act as a bridge between your organization and ours. They take a proactive approach and provide their expertise in three key Proofpoint solution areas: threat protection, data security and digital communications governance.

Your TAM will help you optimize, integrate and maintain your Proofpoint deployment. They will get to know your organization and provide strategic insights to help improve your environment. They'll keep you informed of new Proofpoint features and updates as well as serve as a technical advocate that manages and monitors your interactions with the Proofpoint technical support team. Your TAM will even escalate issues and feature requests on your behalf.

### Scheduled consultation hours

Proofpoint **Recurring Consultative Services (RCS)** are for customers who want to reserve some time every month to consult with our experts. Our specialists can help you effectively navigate your security and compliance projects, optimize your security tools, adjust to new threats and implement new features.

### Guidance from Proofpoint threat researchers

Proofpoint **Threat Intelligence Services (TIS)** ensure you have access to world-class threat analysis that helps you mitigate risk and make better decisions, faster. Multiple teams benefit from our contextualized intelligence and advanced insights, including security operations center (SOC) teams and security awareness training staff.

We provide reports and recommendations, daily global threat digests, curated indicators of compromise (IOCs) for emerging threats and other key pieces of threat intelligence. And with our tiered service model, you can gain even more access to our experienced threat researchers via live briefings and tactical analysis.

## Proofpoint Applied Services

When you choose our Applied Services, we seamlessly take over hands-on-keyboard operation and management of critical components of your Proofpoint solutions. With Applied Services, you gain a high-touch strategic partnership with a team of Proofpoint specialists who optimize your security and monitoring. They are a force multiplier for your organization.

### Strategic enhancement to Proofpoint Core Email Protection

Proofpoint's multilayered threat defense blocks 99.99% of email threats. But blocking is just the start. Threat actors are constantly evolving their tactics to evade your defenses—and being slow to adapt can leave your systems vulnerable to emerging threats.

**Applied Services for Core Threat Protection** can help you enrich and evolve your threat protection program. Our experts:

- Use Proofpoint intelligence to identify emerging threats and proactively fortify your defenses

- Manage your Proofpoint Core Email Protection deployment and fine-tune systems for optimum performance
- Track and document key metrics to help you demonstrate and articulate value to your stakeholders

Our tiered managed service model includes 9x5 or 24x7 support for your Proofpoint Core Email Protection solution, ensuring ongoing security coverage.

### Tech-enabled data security services

Even with leading-edge technology, data security is a complex pursuit. If you don't have access to layered, specialized expertise—and the ability to tailor your processes to your objectives—you cannot respond with speed and precision.

#### Applied Services for Data Security

ensures you have ongoing access to the right expertise. Our team uses our proprietary NIST-based framework to guide, mature and evolve your information protection program. We specialize in:

- Data loss prevention (DLP) and insider threat strategy and execution
- AI-driven security analysis and risk management
- Actionable insights for faster security improvements

Our team of experts provides system management and program guidance for Proofpoint solutions as well as select third-party products, including:

- Proofpoint Email DLP and Endpoint DLP
- Proofpoint Cloud Access Security Broker (CASB)
- Proofpoint Insider Threat Management (ITM)
- Proofpoint Adaptive Email DLP
- Select Microsoft and Broadcom/Symantec DLP and CASB products

### Security awareness and risk management

Your employees are a critical line of defense. Building strong awareness takes time and attention—and failing to align to best practices and relevant threats can decrease engagement and increase risk.

Our **ZenGuide Premium Services** deliver expertise and action for your security awareness program. Our seasoned practitioners specialize in helping organizations build strong security cultures. Our team:

- Provides expert advice and execution of a program tailored to your objectives
- Helps you focus on changing behaviors, not “checking a box”
- Uses proven best practices and processes to reduce risk and evolve your program
- Guides and manages your ZenGuide phishing simulations (email, text and QR code-based attacks) and other assessments
- Identifies and assigns ZenGuide-based training, including materials specifically aligned to Proofpoint threat intelligence

Multiple service tiers are available so you can secure the ZenGuide Premium Service that's right for you.

### Additional security services

- **Applied Services for Abuse Mailbox Management.** Manual reviews of user-reported emails are time-consuming and tedious. But they are very necessary to limit your exposure to potential threats. Our experts provide timely and accurate investigation and analysis, 24x7. They ensure quick, accurate disposition of unclassified emails. They also review and tune your Proofpoint Closed-Loop Email Analysis and Response (CLEAR) solution. And they help you define response playbooks and delivery of user feedback.

- **Applied Services for Secure Email Relay (SER).** Application mail is vital to your business. But effective security requires expertise, care and feeding. Our team can expedite and maximize the initial impact of Proofpoint SER and support ongoing optimization. We'll help you identify, enable and maintain applicable traffic flows and layer in ongoing deliverability and SER project management services.
- **Takedown.** Malicious sites that impersonate your brand undermine trust, mislead customers, and expose your organization to financial and reputational damage. Our two-part Takedown service provides rapid and effective protection. You submit a malicious site; our team handles the entire takedown process. Our processes minimize your vulnerability window and strictly adhere to industry regulations for abuse reporting.

## Trust Proofpoint for Security Expertise

Proofpoint solutions provide cutting-edge threat protection and data security. Strong security requires skilled people and refined processes, too. With our Advisory and Applied Services, you gain access to the expertise that you need to optimize, adapt and stay ahead of threats in an ever-changing security landscape.

To learn more about our Premium Services, contact your Proofpoint account manager or email [PremiumServices@proofpoint.com](mailto:PremiumServices@proofpoint.com).

# proofpoint®

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% 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](http://www.proofpoint.com).

Connect with Proofpoint: [X](#) | [LinkedIn](#) | [Facebook](#) | [YouTube](#)

Proofpoint is a registered trademark or tradename of Proofpoint, Inc. in the U.S. and/or other countries. All other trademarks contained herein are the property of their respective owners. ©Proofpoint, Inc. 2025

**DISCOVER THE PROOFPOINT PLATFORM →**