

A wide-angle photograph of a coastal scene at sunset. The sky is filled with dramatic, dark blue and grey clouds, with a bright orange and yellow glow from the setting sun on the horizon. The ocean waves are breaking onto a sandy beach, and a few small figures of people can be seen walking along the shore. In the distance, a town or village is visible on the right side of the frame.

# Advanced Support By Gradian

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Gradian Systems Ltd is a UK company registered in England and Wales (number 4178475).

The registered office is at Abbey House  
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**Exec Brief V1.0**

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# Service Overview

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Advanced Support by Gradian is for customers that need access to a 100% repeatable world class support experience. Staffed by Vendor-certified and fully accredited Engineers, this is a UK-based service mapped against, and underpinned by, strict SLO's.

Advanced Support provides single tier expertise, allowing for complete ownership of your case to remove any frustration. Our ability to provide world class support is formally Vendor-acknowledged and endorsed enabling us to provide an unrivalled Quality of Service (QOS). Our objective is to deliver the highest QOS of on-demand support, in your time zone, with a transparent escalation structure and clearly managed expectations.

Our dedicated Support Guide outlines case management, handling, escalation procedures, defined Service Level Objectives (SLO), severity level definitions and summarises our mutual responsibilities. With visibility of your support cases across the Gradian business, we'll use data interrogation to drive additional value and enable early identification of training issues and security gaps where necessary.

Having access to a highly skilled and dedicated team of Support professionals means your problems will be understood and worked on sooner. You will benefit from increased continuity of service and a reduced burden on your internal team. Your Virtual Technical Account Manager (VTAM) will be on tap to provide you with recommendations and configuration advice whenever you need them.

With it comes peace of mind, complete transparency and the benefit of a consistent and repeatable experience. Adoption of this service provides the downstream option to minimise third party risk by potentially leveraging a single point of contact for all areas of the technology solution, consultancy & ongoing support assistance if required.

## Why Gradian?

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Gradian is a data-centric messaging security and compliance specialist focusing on de-risking the use, misuse and abuse of email across your enterprise & entire supply chain. We hold the highest levels of Global Vendor-certification enabling us to most efficiently deliver technology solutions, consultancy and world class support services.

Representing just a handful of vendor technologies, we only align with those rated highly by the likes of Gartner, Forrester and IDC.

With a strong focus on partnership and core business values aligned to delivering you the best experience possible, you'll be exposed to the highest level of collaborative global expertise keen to develop and improve your security posture.

Collaboration means full hand holding and guidance throughout the optimisation process from solution design to

implementation and the ongoing management of your portfolio.

With nearly 50 years' combined industry experience we've developed a bespoke skill set, an enviable knowledge base and experience that is second to none.

Our proven and robust industry pedigree allows us to provide a World Class service to clients regardless of size.

# #Spooftproof

We will help you build back trust into your email across your users, devices and interactions (3<sup>rd</sup> party, B2B or B2C).

By delivering a mix of industry-leading products wrapped with best in class engineering and world-class after-sales services, we can take you to a security posture we call #Spooftproof.

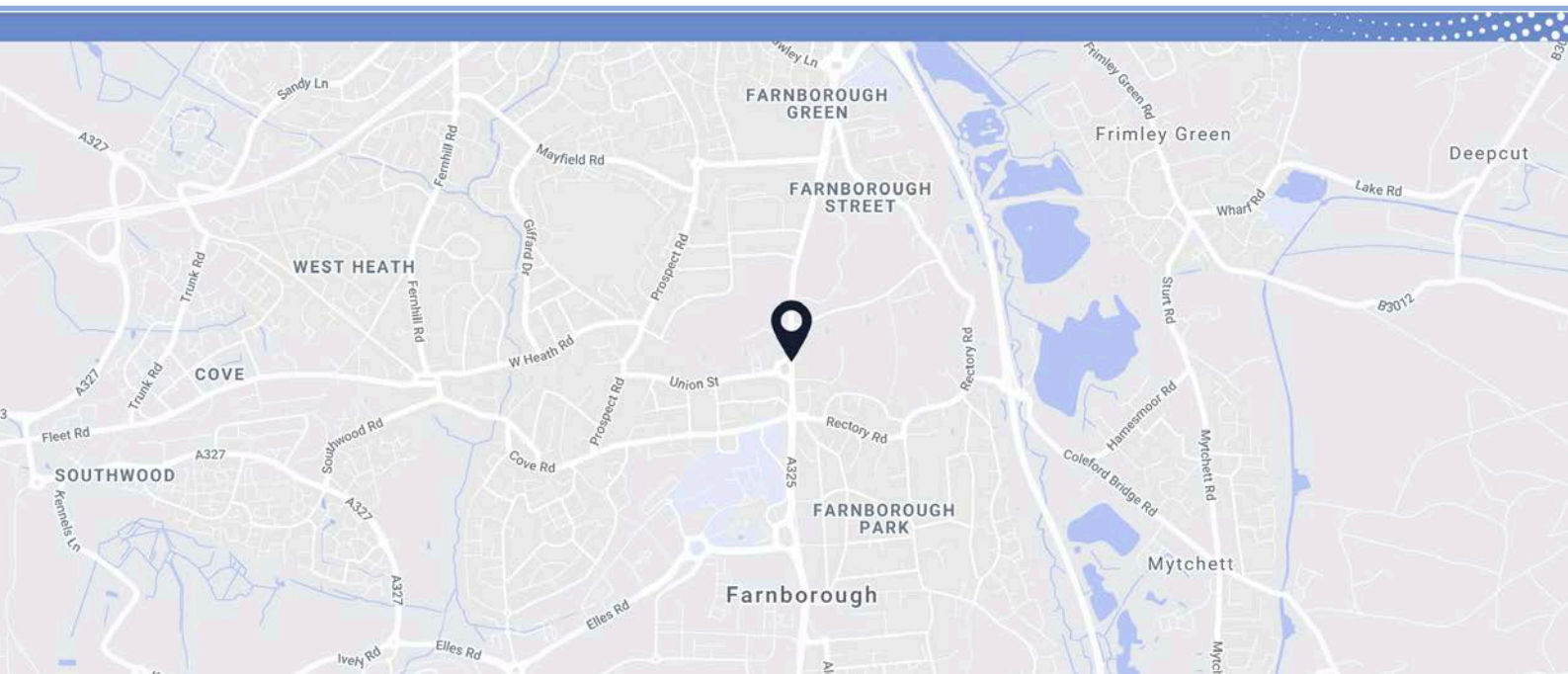
Working agnostically of both your messaging platform (whether it is on premise or cloud) and your gateway, we adopt a simple methodology that is both scalable and repeatable:

- Discover
- Implement
- Maintain

Ask us today about how we can help you to get #Spooftproof.



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[www.gradian.co.uk](http://www.gradian.co.uk) [www.spooftproof.co.uk](http://www.spooftproof.co.uk)

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Crown Commercial  
Service  
Supplier

#Spooftproof

Forcepoint  
Gold Partner

