



Customer Success Offerings

Mimecast Services

At Mimecast, our Support teams and packages are designed specifically to make sure that regardless of the size of your organization, we have you covered. We understand that different businesses have different requirements and that's why we have a range of packages available to suit everyone.

Support goes further than just being able to solve issues when they arise. At Mimecast we are passionate about all our customers extracting the maximum value from their purchase and in as quick a time as possible.

The Service and Support offerings allow you to select the solution that best fits your business needs, and complements your IT team. As unpredictable as the threats and challenges can be, it is important to know that the support you need will always be available to you to address the challenges your organization is seeing.

Support Services

When problems arise, access to support becomes critical. Support services from Mimecast are designed to assist customers when they need it the most. Whether you are a 9-to-5 business- or one that runs around the clock, Mimecast has you covered with online, email and telephone support. All our Support staff are Mimecast employees that have gone through our rigorous internal training programs and no services are outsourced to 3rd parties.

Key Highlights:

- Customer Success packages available for all sizes of organizations
- Accelerate your time to value
- Mitigate risk and employ best practice throughout your organization
- Range of training and education options available
- Support packages to match your requirements

Legendary Customer Success

Exceptional Support and exceptional products go together at Mimecast. Our commitment to your success doesn't stop when you make a purchase but continues throughout your lifetime as a customer. We are ready to go the full distance with you and ensure that you are always getting the maximum benefits and value from our services. We plan and structure our teams with the success of our customers in mind. Our active community of customers, industry-leading think-tanks and advisory boards means that everyone is contributing to your success, not just the Mimecast team!

Packages

Bronze



Included with your Mimecast purchase, the Bronze package offers the fundamentals for self-sufficient teams. Full access to our active online community with answers is only an search away. If you are not able to find what you need, this package has the benefit of increased support during implementation.

Silver



The Silver package provides the fundamentals of the Bronze package with the addition of increased access to shared Mimecast resources to help support your journey as a customer.

Gold



The Gold package goes beyond the fundamentals, supporting businesses with critical uptime requirements who are looking for more proactive engagement. Features enhanced optimization to help support your journey as a customer.

Platinum



The Platinum package offers the maximum level of support and success planning, with access to numerous strategic resources and proactive engagements regardless of the size of your organization. Ideal for organizations with sophisticated solutions and a large user base that see email security and cyber resilience as critical partnerships.

All of Our Success Packages Include:

- Mimecast Central Support Community
- Customer Service Reports
- Mimecast KnowledgeBase
- Service Monitoring & Alerting
- Business Continuity Planning Manual

Education Services

Mitigate risks and maximize the value of Mimecast in your business, by learning and implementing best practices across your organization. We offer a range of education and learning modules designed to meet your specific needs and unlock the full power of the platform. Additionally, the threat and security landscape is changing rapidly and that is why we want to make sure that security professionals are kept aware of the latest information that impact business and performance. Mimecast can deliver standard and customized training to help address the needs of our customers, combining training on capabilities and features and additional to technical webinars that focus on emerging threats and related topics.

Mimecast (NASDAQ: MIME) makes business email and data safer for thousands of customers with millions of employees worldwide. Founded in 2003, the company's next-generation cloud-based security, archiving and continuity services protect email and deliver comprehensive email risk management.