Support Programs

The Wavecrest Way

In today's net-centric organization, an effective and up-to-date Internet usage management program is a must. But it doesn't just happen. When one exists, it's most likely the result of close and continuous collaboration between the organization and a capable vendor that specializes in Internet usage management solutions.

Wavecrest Computing is such a vendor. Its staff:

- Understands and has dealt with the full range of technical issues related to Internet usage management systems.

- Understands the human and business challenges related to Internet usage management.

- Is willing and able to support the customer's program from beginning to end.

Even though our products are easy to use and administer, these three overarching qualities are essential to help customers keep their usage management programs current and effective.

Wavecrest's Support Services Concept

Based on these qualities, we furnish our customers with more than just a product. We provide them a long-term package that combines a cost-effective product with Technical Support Programs and Team Members equal to that of product design.

Our Programs

Wavecrest Computing offers Technical Support Programs that are designed to fit any business' needs.

- Silver Program
  - Included in every product license.
  - Specifically designed to cover the basic questions about setup, operation, and feature usage, as well product updates and upgrades. Access via email to a knowledgeable technical support team.
- Gold Program
  - Available as an addon to any product license.
  - Includes all Silver Program features, plus more.
  - Specially designed to cover all your bases. Includes full communication access, including Chat and Remote Sessions, to Technical Support and a Designated Account Representative, escalated problem solving, tailored assistance that may include configuration review, personalized recommendations, periodic check-ins, and more.

The Bottom Line: Put Us to the Test

We invite you to contact us personally at any time to gain a fuller understanding of what we offer, or you can visit our Web site and download a product for a free evaluation. We believe you'll end up agreeing that "the Wavecrest way" is right for you. Give us a try.

Technical Support Program options to fit your business needs.

Support Services	Silver	Gold
Support via Email	✓	✓
Product Updates & Upgrades	✓	✓
U.S.- Based Technical Support Team	✓	✓
Access to Online Knowledge Base	✓	✓
Product Manual /Guides - Documentation	✓	✓
Submit Product Enhancement Requests	✓	✓
Support via Phone, Email, Chat and Remote Session		✓
Priority Escalation to Resolve Critical Issues		✓
Direct Access to Support Team		✓
Designated Account Representative		✓
Support Scheduled Outside of Normal Business Hours (upon request)		✓
Periodic Product Check Ins		✓
Configuration Review (upon request)		✓
Tailored Onboarding & Enablement Resources		✓
Personalized Best Practice Recommendations		✓
Access to BETA programs		✓

About Wavecrest Computing

Since 1996, Wavecrest Computing has provided business and government clients with reliable, accurate employee Web-access security, employee Web-use monitoring and analytics, and Cloud Access Security Broker (CASB) solutions. IT specialists, HR professionals, and business managers trust Wavecrest's Cyfin® and CyBlock® products to manage employee Internet usage with today's distributed workforce in mind–reducing liability risks, improving productivity, managing cloud services, saving bandwidth, and controlling costs.

Wavecrest has over 3,000 clients worldwide, including Blue Cross Blue Shield, MillerCoors, National Grid, Rolex, Siemens, Superior Court of California, U.S. Dept. of Veterans Affairs, and a growing list of global enterprises and government agencies. For more information on our company, products, and partners, visit www.wavecrest.net.

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