

De: [Carlos Alberto Cadena Sandoval](#)
A: [Mario Alberto Fernández Luna](#)
Cc: [Gustavo Lázaro De la Colina Flores](#)
Asunto: RV: Seguimiento_Forcepoint
Fecha: miércoles, 20 de marzo de 2019 12:14:06 p. m.
Archivos adjuntos: [CERTIFICADO LICENCIAS FORCEPOINT OFICIO GRM-068-19 FIDEICOMISO DE FOMENTO MINERO.pdf](#)
[brochure_forcepoint_dlp_es.pdf](#)
[brochure_triton_ap_email_es.pdf](#)

Mario, CYCSAS envió el certificado de ForcePoint.

Saludos.

De: Edgar Arizmendi <edgar.arizmendi@cycsas.com.mx>
Enviado el: viernes, 15 de marzo de 2019 11:56 a. m.
Para: Carlos Alberto Cadena Sandoval <ccadena@fifomi.gob.mx>; Gustavo Lázaro De la Colina Flores <gdelacolina@fifomi.gob.mx>
CC: Salvador Ruiz Esparza Chávez <salvador.ruiz@cycsas.com.mx>; Rogelio Franco Valdespino <rogerio.franco@cycsas.com.mx>
Asunto: Seguimiento_Forcepoint

Estimados buenas tardes.

Principalmente reciban un cordial saludo y un fuerte abrazo.

Con base a la reunion que sostuvimos hace unos dias, comparto el certificado sobre la renovacion de la solucion Forcepoint AP WEB, adicional adjunto los DataSheets sobre la solucion de Forcepoint Email Security y DLP que acordamos en enviar.

Ingenieros sobre los demas puntos tratados en breve compartimos la informacion, sin embargo si tienes algun comentario sobre lo antes compartido, me lo hacen saber y con gusto lo revisamos.

Sin mas por el momento deseando sigan teniendo un excelente dia, quedo de ustedes.

Edgar Arizmendi / Account Manager

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Prevención

Detección

Respuesta

Aviso de Confidencialidad: Este correo va dirigido expresamente a la persona a la que se le ha enviado, el contenido y/o el material adjunto es confidencial y puede contener material privilegiado. Si usted no es el destinatario legítimo del mismo, le solicitamos de favor reportarlo inmediatamente al remitente del correo y eliminar el mismo. Cualquier uso de la información de este correo, por personas o entidades distintas a las del destinatario legítimo, queda expresamente prohibido. Este correo electrónico no pretende ni debe ser considerado como constitutivo de ninguna relación legal o de otra índole similar.

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Dear valued Forcepoint customer,

Thank you for your order. It is our pleasure to welcome you to Forcepoint. We are thrilled to help with your security and honored that you have put your trust in us.

As a Forcepoint customer, you are an essential part to our success and the core purpose for our security solutions. Our objective is to protect your critical data from theft--whether on-premise, in the Cloud, or on mobile devices. We are here to support your security needs from this day onward. With a threat landscape that is rapidly evolving, you need adaptive data security that allows your organization to embrace growth and remain protected, whatever changes the future brings.

Below is information about your product, including your subscription key. Make sure you:

- ✓ Save this email in a safe place for future reference
- ✓ Forward it to your Forcepoint Product Administrator
- ✓ Verify the Product Key in your Forcepoint Manager
- ✓ Perform the steps in the Next Steps section
- ✓ Read the applicable product [Terms and Conditions](#)
- ✓ Verify your contact information below in the contact section
- ✓ [Contact us](#) with any questions or changes
- ✓ NGFW customers can find [registration instructions here](#)

Our top priority is to deliver a world-class customer experience to you by leading the way in Data Theft prevention. A big part of that process is listening to our customers through calls, forums, interviews and surveys. We look forward to receiving your valuable feedback in any or all of these venues in the near future.

Your PO number can be found under the Transaction Information section below.



Next Steps

- 1 [Create or log-in to your My Account](#)
- 2 [Review Product Documentation](#)
- 3 [Join our Customer Forums](#)
- 4 [Subscribe to Product Tech Alerts](#)
- 5 [Register for monthly Webinars](#)
- 6 [Access the Knowledge Base](#)
- 7 [Sign up for Security Alerts](#)

Technical Support

Customer satisfaction is our primary objective. To take full advantage of Forcepoint Global Technical Support, begin by creating a My Account and sign up for the services under Next Steps.

Your company Support program information can be found on [My Account](#). A log-in is required, if you do not already have a log-in, you can create one directly on the portal. For additional support, please review the following topics:

- [How to get technical support, product documentation, and resolve issues online.](#)
- [How to access the customer portal](#)
- [How to determine the supported product, operating system and software combinations](#)
- [How to determine when you'll receive a response and severity level for a case](#)
- [How to view scheduled global support holidays](#)
- [How to view the list of all support programs](#)
- How to file a case:
 1. Visit the customer portal - <https://support.forcepoint.com/>.
 2. Log in with your My Account or register for a new account.
 3. Refer to the [Severity Definition page](#) to determine the Priority for the case.
 4. When you provide a case subject, the case system will do a search and return a list of articles that may help you resolve your case without exhausting an incident.
 5. To submit an incident, provide all required information. You will receive a response based on the [Targeted Response Time](#) for your service level.



Quick Links

[Technical Support >](#)
[Support User Guide >](#)
[My Account >](#)
[Update Contact Info >](#)
[Customer Forums >](#)
[Knowledge Base >](#)
[Support Webinars >](#)
[Product Tech Alerts >](#)
[Open a Support Case >](#)
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Standard Support Customers:

With your Forcepoint subscription you receive Standard Technical Support. If your organization is interested in purchasing 24x7 Premium or Mission-Critical Support, please contact your Forcepoint Sales Representative. [Find out more about our Support Programs](#)



WELCOME

Support Account ID: 13691872

**PLEASE FORWARD THIS EMAIL TO THE TECHNICAL
CONTACT ADMINISTERING FORCEPOINT.**

Forcepoint Security Labs

Forcepoint Security Labs™ discovers and investigates today's advanced Internet threats and publishes its findings to the security community.

[Register](#) now to stay informed about the latest security alerts on malicious Internet events including spyware, phishing, and corrupted Web sites.

Product Information

Main Product:

Forcepoint TRITON AP-WEB (200)

Expiration Date: 2/21/2020

Forcepoint Key: KUDT82BUPFQ85262

Add On Product:

Essential Support (1)

Expiration Date: 2/21/2020

Company Information

Fideicomiso de Fomento Minero
Av. Puente de Tecamachalco #26 Col. Lomas de Chapultepec
Del. Miguel Hidalgo Mexico CIUDAD DE MEXICO 11000 Mexico

Contact Information

Transaction Information

Order Number: 00023940

Customer PO#: 16767

If this information is incorrect or needs to be updated in the future, you can make changes on the [My Info](#) page of My Account.

Sincerely,

Forcepoint