Proofpoint Exceeds Industry Averages for Loyalty in Independent Customer Survey for Third Year in a Row

High Marks Confirm Outstanding Results From Internal Customer Satisfaction Surveys

SUNNYVALE, CA -- (Marketwired) -- 12/05/13 -- Proofpoint, Inc., (NASDAQ: PFPT), a leading security-as-a-service provider, has scored well above the industry average for the third year running in an independent customer satisfaction survey. The survey, conducted by TNS Global, gave Proofpoint a TRI*M index of 81 vs. the current industry average of 73. The TRI*M index reflects overall performance, continued usage, customers' perceptions of Proofpoint's competitive advantage and their likelihood to recommend the company and its products.

Proofpoint outscores competitors in other categories including ease of doing business, overall quality of sales process, and value received relative to price paid. According to the survey, four in five customers continue to see Proofpoint as an industry leader and a clear majority indicate continued use of its products/solutions.

The independent survey, conducted in May of this year, garnered responses from 641 Proofpoint customers and resellers globally. Roughly 80 percent of the respondents were either information security specialists or managers - individuals with a close working knowledge of Proofpoint's products as well as sales, service and support performance.

The survey is used to help improve Proofpoint's products and services year over year, and the results mirror the outcomes of Proofpoint's internal quality measurement efforts. Since April 2008, the company has conducted nearly 9,500 customer satisfaction surveys and achieved an overall satisfaction rating of more than 95 percent.

"We are extremely pleased with these results and look forward to taking the feedback into account to further develop our offerings and improve customer satisfaction once again in the coming year," said Mark Fishwick, vice president of client services at Proofpoint. "We work hard every day to provide customers with products and services that exceed their expectations and help them stay ahead of the curve in our rapidly evolving market space. Customer satisfaction is a top priority for us, and the scores we achieved indicate that we're meeting our customers' needs."

About TNS Global
With a presence in over 80 countries, TNS has more conversations with the world's consumers than any other company, and understands individual human behaviours and attitudes across every cultural, economic and political region of the world. TNS is part of Kantar, one of the world's largest insight, information and consultancy groups. By uniting the diverse talents of its 13 specialist companies, the group aims to become the pre-eminent provider of compelling and inspirational insights for the global business community.

About Proofpoint, Inc.
Proofpoint Inc. (NASDAQ: PFPT) is a leading security-as-a-service provider that focuses on cloud-based solutions for threat protection, compliance, archiving & governance, and secure communications. Organizations around the world depend on Proofpoint's expertise, patented technologies and on-demand delivery system to protect against phishing, malware and spam, safeguard privacy, encrypt sensitive information, and archive and govern messages and critical enterprise information. More information is available at www.proofpoint.com.

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