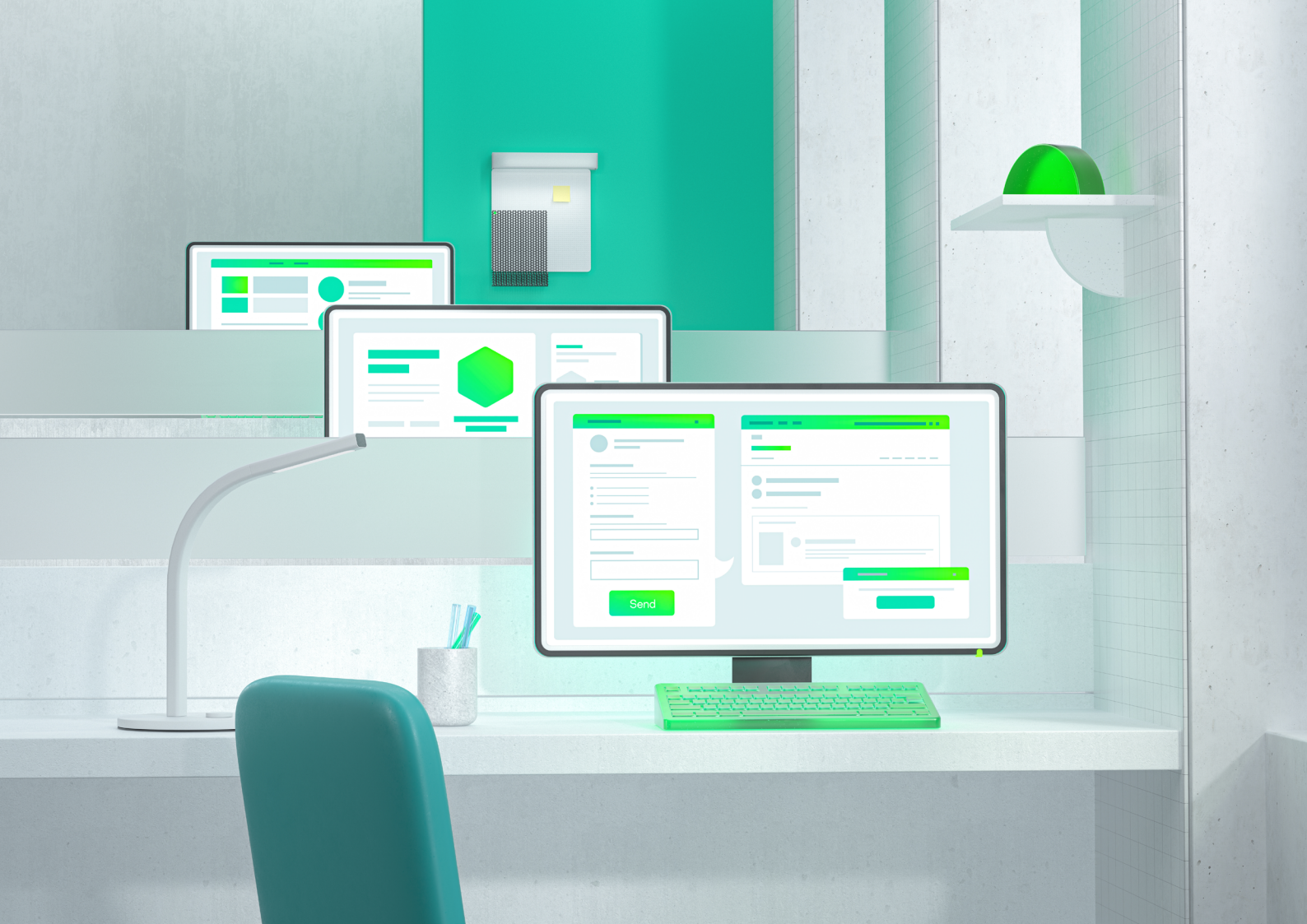




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**Give your  
business the  
best support**

# **Kaspersky Premium Support**

**kaspersky**

Learn more on [kaspersky.com](https://kaspersky.com)  
#truecybersecurity

# Give your business the best support. Make expert assistance part of your strategy for success.

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Kaspersky Premium Support options provide superior support for all of your security needs. Protect your business with world-class assistance from our local team of certified engineers.

Select plans include:

- A direct telephone line for priority support
- Response time SLA
- Dedicated Kaspersky technical experts

- **Ensure business continuity.**

As your organization's reliance on IT continues to grow, the ability to tolerate security incidents and downtime is reduced. Partnership with Kaspersky can support your business continuity plan. An allocated group of experts will be on standby 24/7/365, tasked with taking ownership of your issue and achieving the swiftest possible resolution.

- **Reduce the cost of a security incident.**

Rapidly detecting and solving an issue can save businesses hundreds of thousands of dollars. Our premium support plans focus on achieving precisely this goal. Round-the-clock access to our experts, appropriate and informed issue prioritization with guaranteed response times and private patches – everything needed to ensure your issue is solved as soon as possible.

- **Eliminate issues before they emerge.**

The Kaspersky Technical Account Manager appointed to work with your organization soon acquires a deep knowledge of your security systems configuration, your processes and organizational goals. This knowledge helps pinpoint issues as they arise, without wasting any time identifying further details.

## Plus license

Designed for organizations that require 24x7 phone support. Includes all Standard Support benefits.

## Plus license + Enhanced Support certificate

Designed for growing businesses that need fast access to senior technical resources.

- Response time SLA
- Four assigned customer technical contacts
- All Plus license benefits

## Plus license + Enhanced Support with Technical Account Manager certificate

Designed for large enterprises with complex environments that require dedicated, personalized, proactive support around the clock.

- Dedicated Technical Account Manager (TAM), including proactive troubleshooting and service updates
- Eight assigned customer technical contacts
- Response priority over Enhanced Support certificate
- All Enhanced Support certificate benefits

The result of engaging with our experts is less downtime, faster recovery and fewer in-house resources spent on troubleshooting. You have the assurance of knowing that your IT systems are protected, not just by industry-leading security technologies, but by the skills and dedication of globally recognized security and engineering experts.

## Compare Kaspersky Support Service Features:

| Support                                                                                                                                                                   | Standard license                 | Plus license                     | Plus license +<br>Enhanced Support<br>certificate | Plus license +<br>Enhanced Support<br>with TAM certificate |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|----------------------------------|---------------------------------------------------|------------------------------------------------------------|
| Support Coverage<br>Incident ID and Support:                                                                                                                              |                                  |                                  |                                                   |                                                            |
| Premium Incidents Per Year <sup>1</sup>                                                                                                                                   | N/A                              | N/A                              | Unlimited                                         | Unlimited                                                  |
| Assigned Customer<br>Technical Contacts                                                                                                                                   | N/A                              | N/A                              | 4                                                 | 8                                                          |
| Break/Fix Incidents <sup>2</sup>                                                                                                                                          | Unlimited                        | Unlimited                        | Unlimited                                         | Unlimited                                                  |
| Support Availability<br>Telephone Support:                                                                                                                                |                                  |                                  |                                                   |                                                            |
| All Severity Levels                                                                                                                                                       | No                               | 24x7x365                         | 24x7x365                                          | 24x7x365                                                   |
| Web Ticket and Live Chat Support <sup>3</sup> :                                                                                                                           |                                  |                                  |                                                   |                                                            |
| Severity Level 1                                                                                                                                                          | Processed during<br>office hours | Processed during<br>office hours | 24x7x365                                          | 24x7x365                                                   |
| Severity Level 2                                                                                                                                                          | Processed during<br>office hours | Processed during<br>office hours | Processed during<br>office hours                  | 24x7x365                                                   |
| Severity Level 3-4                                                                                                                                                        | Processed during<br>office hours | Processed during<br>office hours | Processed during<br>office hours                  | Processed during<br>office hours                           |
| Response Time <sup>4</sup>                                                                                                                                                |                                  |                                  |                                                   |                                                            |
| Severity Level 1                                                                                                                                                          | N/A                              | N/A                              | Level 1:<br>2 hours                               | Level 1:<br>30 minutes                                     |
| Severity Level 2-4                                                                                                                                                        | N/A                              | N/A                              | Level 2:<br>6 working hours                       | Level 2:<br>4 hours                                        |
|                                                                                                                                                                           |                                  |                                  | Level 3:<br>8 working hours                       | Level 3:<br>6 working hours                                |
|                                                                                                                                                                           |                                  |                                  | Level 4:<br>10 working hours                      | Level 4:<br>8 working hours                                |
| Remote Assistance                                                                                                                                                         |                                  |                                  |                                                   |                                                            |
| Availability by Level                                                                                                                                                     | No                               | No                               | All severity levels                               | All severity levels                                        |
| Enhanced Support Services<br>Dedicated Security Contacts                                                                                                                  |                                  |                                  |                                                   |                                                            |
| Assigned Technical<br>Account Manager (TAM)<br>dedicated to maintaining<br>your company's security<br>through proactive<br>troubleshooting and<br>ongoing service updates | No                               | No                               | TAM Team (Senior team<br>of engineers)            | Dedicated TAM                                              |
| Detailed Security Assurance:                                                                                                                                              |                                  |                                  |                                                   |                                                            |
| Quality Monitoring<br>and Reporting                                                                                                                                       | No                               | No                               | No                                                | Yes                                                        |
| Review Call                                                                                                                                                               | No                               | No                               | No                                                | 4 per year                                                 |
| Remote Health Check                                                                                                                                                       | No                               | No                               | No                                                | 1 day per year                                             |
| Private Patching and Error<br>Fixing                                                                                                                                      | No                               | No                               | No                                                | Yes                                                        |
| Priority Escalation<br>of Support Requests                                                                                                                                | N/A                              | Basic                            | Medium                                            | High                                                       |

<sup>1</sup> Premium Incidents: More extensive than standard issues, premium incidents often require a walk through, a review of best practices or an advanced guided explanation.

<sup>2</sup> Break/Fix Incidents: Software errors or malfunctions, or software that is not working as documented.

<sup>3</sup> All requests can be submitted 24x7x365 but their processing time depends on the purchased support program.

<sup>4</sup> Severity 1 (both Enhanced Support and Enhanced Support with TAM programs) and Severity 2 requests (Enhanced Support with TAM program only) are handled 24x7x365. If you want to get the guaranteed response time for your request during non-business hours, please duplicate your request via phone.





Enterprise Cybersecurity:  
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Cyber Threats News: [www.securelist.com](http://www.securelist.com)  
IT Security News: [business.kaspersky.com/](http://business.kaspersky.com/)

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We are proven. We are independent. We are transparent. We are committed to building a safer world, where technology improves our lives. Which is why we secure it, so everyone everywhere has the endless opportunities it brings. Bring on cybersecurity for a safer tomorrow.

Known more at [kaspersky.com/transparency](http://kaspersky.com/transparency)



Proven.  
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Independent.