

Premium Technical Support MSA Enterprise

2023

Extend your possibilities with Enterprise Maintenance Service Agreement

 <h3>Priority line</h3> <p>Submit requests 24 hours a day, 365 days a year</p>	 <h3>Personal Technical Account Manager</h3> <p>Dedicated team member to manage incident processing</p>	 <h3>Customised reports</h3> <p>Keep track of all incidents</p>
 <h3>Individual requests</h3> <p>Request to make changes to antivirus signatures</p>	 <h3>Private Patches</h3> <p>Receive improvements according to your needs</p>	 <h3>Health Check</h3> <p>Conduct an audit to get best practices and recommendations</p>

Submit unlimited number incident request in the most convenient way

 <p>Kaspersky Technical Support web portal</p>	 <p>Priority telephone line</p>	 <p>Email, if you have issues accessing Company Account</p>	 <p>Assigned Technical Account Manager</p>
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Who is your Personal Technical Account Manager

TAM is a Kaspersky employee,
who manages processing of all incidents.

Your manager is accessible during local business working hours from
Monday to Friday. If the TAM is unavailable, your request will be directed to
the manager-on-duty on the MSA Technical Support line.

 <p>Organizes communication for processing incidents by Kaspersky technical teams</p>	 <p>Notifies of the current incidents status and provides quarterly reports</p>	 <p>Supervises the progress of tasks and implements timely escalations when required</p>
 <p>Supports your IT department with recommendations and instructions given by Kaspersky specialists</p>	 <p>Works in cooperation with you to resolve current technical and operational incidents</p>	 <p>Advocates for your interests and communicates with Kaspersky</p>

How fast does Kaspersky respond?

We guarantee the following response times,
depending on the urgency of request.

Keep in mind, that response time is the time when we come up with a qualified
answer to your issue, not an actual solution, as it may require additional data
and information. Phone call is also required during out of business hours,
weekends, and holidays.

Requests from the MSA Enterprise customers are assigned with higher priority
compared to requests within the standard support package.

Severity levels

<p>Level 1 Critical</p> <p>Critical problem, which interrupts business functioning, causes systems to crash, or data loss</p> <p>© 30 min</p>	<p>Level 2 High</p> <p>Moderate issue which affects functionality but does not cause data corruption/loss or software crash</p> <p>© 4 hours</p>	<p>Level 3 Medium</p> <p>Non-critical issue or service request, which partially affects product</p> <p>© 6 working hours</p>	<p>Level 4 Low</p> <p>Minor issue or service request, which does not affect functionality</p> <p>© 8 working hours</p>
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Anti-virus database release by your request

Your manager is accessible during local business working hours from Monday to Friday. If the TAM is unavailable, your request will be directed to the manager-on-duty on the MSA Technical Support line.

Kaspersky releases the update that ensures correct detection. The process is following:

①

Process request concerning anti-virus databases release by a dedicated group of specialists

②

Release of high-priority (expedited) updates for the MSA Enterprise subscribers

③

Technical Account Manager informs you about the update progress

Reports on demand



During the incident resolution, Kaspersky will make every effort to provide you with information on open incidents' processing status. For the highest severity level, we provide you with daily reports by email or phone.

Regular reports may be customized and tailored to meet your needs.

Receive public and private patches

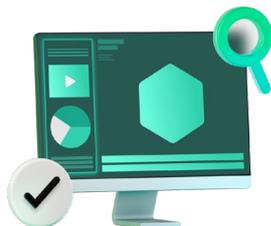


You may request a private patch and fix, carried out by a group of engineers dedicated for Enterprise subscribers.

Kaspersky applies commercially reasonable efforts to release a private program correction code dedicated to your need. Codes of program correction are released according to the product support lifecycle break down.

The terms of using private program corrections are a subject of the License Agreement between you and Kaspersky.

Health Check service



With an Extended technical support certificate, you may request a Health Check once a year. This service is an audit of Kaspersky product parameters to identify if they meet Kaspersky best practices and recommendations. As a result, you will receive a check list with findings and recommendations.

Health Check is provided remotely and lasts one working day. The date and delivery circumstances should be agreed upon at least two weeks in advance.