



Make expert
assistance part
of your strategy
for success.

**Give your
business
the best
support**

kaspersky

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#truecybersecurity

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Kaspersky Maintenance Service Agreement (MSA) 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
- Dedicated Kaspersky technical experts
- Extended hours for critical issues
- Proactive alerts to new threats MSA Start

- Acting fast. An allocated group of experts are on standby 24/7/365, tasked with taking ownership of your issue and achieving the swiftest possible resolution. They fast-track your issue straight to those behind-the-scenes specialists at Kaspersky headquarters who are best able to deliver the right solution for you, at speed.
- Minimizing the risk. Protective measures tailored to your system, including prioritized hot fixes and personalized patches, keep you fully protected. For MSA Enterprise customers, a system configuration inspection and health check on request helps identify future issues that could lead to downtime incidents.
- Understanding the complexities of your IT environment. Incident resolution is achieved faster through access to senior technical engineers. For Enterprise customers, your dedicated Kaspersky Technical Account Manager is already familiar with the configuration of your system, your processes, and your organizational culture, so we can pinpoint your issue and get on with solving it even faster.
- Harnessing expertise. Kaspersky's technological expertise is globally recognized. A Technical Account Manager has the authority to mobilize this expertise directly on your behalf to ensure your issue is prioritized and is solved fast and fully.
- The result of this dynamic, expert approach 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.

MSA Start

Designed for smaller organizations that want additional help beyond standard break/fix support, as well as access to senior technical support resources.

- Priority support line for 6 premium incidents (business hours)
- Unlimited assistance with break/fix incidents
- One assigned customer technical contact
- Response priority over Standard Support
- All other Standard Support benefits

MSA Plus

Designed for growing businesses that need fast access to senior technical resources and would benefit from deployment, configuration, migration and best practices assistance.

- Priority support line for 12 premium incidents (business hours)
- Two assigned customer technical contacts
- Response priority over Standard Support and MSA Start
- All other MSA Start benefits

MSA Business

Designed for organizations that require 24x7 support availability for critical issues, with direct access to senior technical engineers.

- 24/7 priority support line for highest level issues (holidays included)
- Four assigned customer technical contacts
- Response to highest level issues within 4 hours
- Assigned Technical Account Manager (TAM) team to ensure security
- All other MSA Plus benefits

MSA Enterprise

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

- Dedicated Technical Account Manager (TAM) services, including proactive troubleshooting and service updates
- Unlimited 24/7 support for select issue levels
- Health Check
- All other MSA Business benefits

Compare Kaspersky Support Service Features:

Support	Standard Support	MSA Start	MSA Plus	MSA Business	MSA Enterprise
Support Coverage					
Incident ID and Support:					
Premium Incidents Per Year*	N/A	6	12	36	Unlimited
Assigned Customer Technical Contacts	N/A	1	2	4	8
Break/Fix Incidents**	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Support Availability					
Telephone Support:					
Severity Level 1	-	Standard office hours	Standard office hours	24x7x365	24x7x365
Severity Level 2	-	Standard office hours	Standard office hours	Standard office hours	24x7x365
Severity Level 3–4	-	Standard office hours	Standard office hours	Standard office hours	Standard office hours
Web Ticket and Live Chat Support:					
All Severity Levels	24x7x365 Processed during office hours	24x7x365 Processed during office hours	24x7x365 Processed during office hours	24x7x365 Processed during office hours	24x7x365 Processed during office hours
Response Time					
Severity Level 1	N/A	6 working hours	4 working hours	2 hours	30 minutes
Severity Level 2–4	N/A	N/A	N/A	Level 2: 6 working hours, Level 3: 8 working hours, Level 4: 10 working hours	Level 2: 4 hours, Level 3: 6 working hours, Level 4: 8 working hours
Remote Assistance					
Availability by Level	No	All severity levels	All severity levels	All severity levels	All severity levels
Enhanced Support Services					
Dedicated Security Contacts					
Assigned Technical Account Manager (TAM) dedicated to maintaining your company's security through proactive troubleshooting and ongoing service updates	No	No	No	TAM Team (Senior team of engineers)	Dedicated TAM
Detailed Security Assurance:					
Quality Monitoring and Reporting	No	No	No	No	Yes
Review Call	No	No	No	No	4 per year
Onsite Health Check (3rd Month)	No	No	No	No	1 day per year
Private Patching and Error Fixing	No	No	No	No	Yes
Priority Escalation of Support Requests	N/A	Basic	Medium	High	Highest

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

** Break/Fix Incidents: Software errors or malfunctions, or software that is not working as documented.

Cyber Threats News: www.securelist.com
IT Security News: business.kaspersky.com
Kaspersky technologies: kaspersky.com/technowiki
IT Security for SMB: kaspersky.com/business
IT Security for Enterprise: kaspersky.com/enterprise

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