

Kaspersky Enhanced Support Pro



Premium support for mission-critical systems

Designed for organizations with a Kaspersky Plus License that require highly personalized and proactive, support in complex environments – with direct access to expert assistance when it matters most.



Priority response

Fast, responsive support with specialized expertise to address your requests efficiently



Expert guidance

Direct access to experts to deploy, configure, and optimize Kaspersky solutions



Incident response

Rapid engagement from the Incident Response team to investigate and mitigate critical security incidents

Fast response to support requests

Severity levels

1 Critical

A major issue that disrupts business operations, causes system outages, or results in data loss

🕒 30 minutes, 24/7

2 High

A significant issue affecting functionality, but without system downtime, data loss, or software unavailability

🕒 4 hours, 24/7

3 Medium

A non-critical issue or service request that partially impacts product performance or usability

🕒 6 hours

4 Low

A minor issue or general service request that does not affect product functionality

🕒 8 hours

Dedicated technical account manager



Single point of contact within Kaspersky for all your support needs and service requests



Continuous familiarity with your infrastructure, enabling faster identification of risks and critical priorities



Strategic coordination to support operational continuity and the security of your Kaspersky solutions



4 online meetings per year to review support performance, risk areas, and improvement opportunities, plus 1 annual remote solution health check and operational readiness assessment

Kaspersky Professional Services

15 days of remote support with direct assistance for your technical teams

Full support for deployment, configuration, and optimization of Kaspersky solutions

Alignment with security best practices and enterprise security architecture

Kaspersky Incident Response

Priority access to the Incident Response team for one cybersecurity incident per year, ensuring immediate expert engagement and rapid response when it matters most

In-depth investigation with malware analysis and digital forensics, combined with rapid threat containment and impact mitigation to protect your infrastructure

www.kaspersky.com.

Learn more

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#truetobusiness