

# Bitdefender Enterprise Premium Support

## Overview

As organizations grow, their internal networks become more complex and the areas that must be protected by security solutions expand. Consequently, the dangers that your security team must face each day grow.

Bitdefender's premium support services provide quick response to any attack, as well as proactive advice from our experts. As a result, your organization benefits from the optimal security configuration and maximum protection of security systems.

### Benefits

- Quick response to your requests
- Access to Bitdefender's team of security professionals with unparalleled experience and expertise
- Prioritized remote assistance
- Time-saving security solution administration
- Minimal resources required for maximized infrastructure performance
- Quick return on investment in the security solution

## Support Packages

Bitdefender provides multiple levels of support so you can choose the level that best fits your organization's requirements and ensures that you benefit the most from your investment in Bitdefender. To fit the needs of different businesses and overall requirements, the following Bitdefender Enterprise Support Services are available in our portfolio:

### Enterprise Standard Support

This service is granted by default to all Bitdefender enterprise customers, giving them access to technical documentation, knowledge base system, online resources and incident help assistance via phone, portal and web.

### Enterprise Premium Support

All Bitdefender enterprise customers who purchased a support subscription can choose from the following three premium support packages that accommodate organizations of all sizes:

- 1. Business Support** – for medium-sized businesses: This service is granted to all Bitdefender enterprise customers who purchased a support subscription. In addition to the standard technical support options, customers will benefit from a dedicated phone line, reactive remote help assistance and better response SLAs.
- 2. Enterprise Support** – for medium- to large-sized businesses: In addition to the Business package features, customers will benefit from a number of dedicated services performed and exceptional response SLAs.
- 3. Enterprise Plus Support** – for large and global enterprises: This service adds Technical Account Manager (TAM) role to Enterprise Package features.

The higher the level of support, the greater the flexibility you have to choose customized services tailored to your business needs.

## Service Entitlements

	Standard Support FREE	Business Support PREMIUM	Enterprise Support PREMIUM	Enterprise Plus Support PREMIUM
Enterprise Support Center	YES	YES	YES	YES
Access to Bitdefender Community Online Resources	YES	YES	YES	YES
Customer Portal (CustomerZone)	YES	YES	YES	YES
Web Assistance	YES	YES	YES	YES
Chat Assistance	Limited	Limited	Limited	Limited
Phone Assistance	YES	DEDICATED	DEDICATED	NAMED
Availability	English – 24/7	English – 24/7	English – 24/7	English – 24/7
	German – 8/5	German – 8/5	German – 8/5	German – 8/5
	French – 8/5	French – 8/5	French – 8/5	French – 8/5
	Spanish – 8/5	Spanish – 8/5	Spanish – 8/5	Spanish – 8/5
	Romanian – 8/5	Romanian – 8/5	Romanian – 8/5	Romanian – 8/5
Incident Assistance	YES	YES	YES	YES
Target Response Time				
Severity 1 (Critical)	2 hours	1 hour	30 min	30 min
Severity 2 (Major)	8 hours	4 hours	2 hours	2 hours
Severity 3 (Minor)	24 hours	12 hours	4 hours	4 hours
Severity 4 (Trivial)	48 hours	24 hours	12 hours	12 hours

Premium Support benefits	Standard Support	Business Support	Enterprise Support	Enterprise Plus Support
Remote assistance	Best effort	Prioritized	Prioritized	TAM assisted
Case escalation management	-	-	YES	YES
Education services	-	-	2-day session (remote)	2-day session (remote)
Routine product health-checks	-	-	2 x Sessions per year (remote)	2 x Sessions per year (remote)
Maintenance sessions	-	2 x Sessions per year (remote)	4 x Sessions per year (remote)	4 x Sessions per year (remote)
Access to a named Technical Account Manager (TAM)	-	-	-	YES
Advanced assistance for malware outbreaks	-	-	YES	YES
Support Case ownership	-	-	Senior Support Engineer	TAM

## Technical Account Manager (TAM) Benefits

Technical Account Manager (TAM) is a Bitdefender expert who is familiar with the customer's environment, business objectives and deployment plans and coordinates all aspects of the technical customer interaction. Access to a Technical Account Manager (TAM) is part of the Enterprise Plus Premium Support package and provides focused customer advocacy for organizations with unique or complex support requirements. TAM enhancements include:

- Quarter alignment call
- Direct support on technical issues
- Handle escalated technical issues within Bitdefender
- Advanced assistance for malware outbreaks
- Monthly review of open issues in support
- On-demand knowledge transfer
- Prioritized feature requests process
- On-demand on-site visit
- Case ownership

For more information please visit:

<https://www.bitdefender.com/business/customer-portal/enterprise-premium-support.html>

**Or contact us to discuss your needs:**

<https://www.bitdefender.com/business/inquire/>

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Bitdefender is a global security technology company that provides cutting edge end-to-end cyber security solutions and advanced threat protection to more than 500 million users in more than 150 countries. Since 2001, Bitdefender has consistently produced award-winning business and consumer security technology, and is a provider of choice in both hybrid infrastructure security and endpoint protection. Through R&D, alliances and partnerships, Bitdefender is trusted to be ahead and deliver robust security you can rely on. More information is available at <http://www.bitdefender.com>.

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