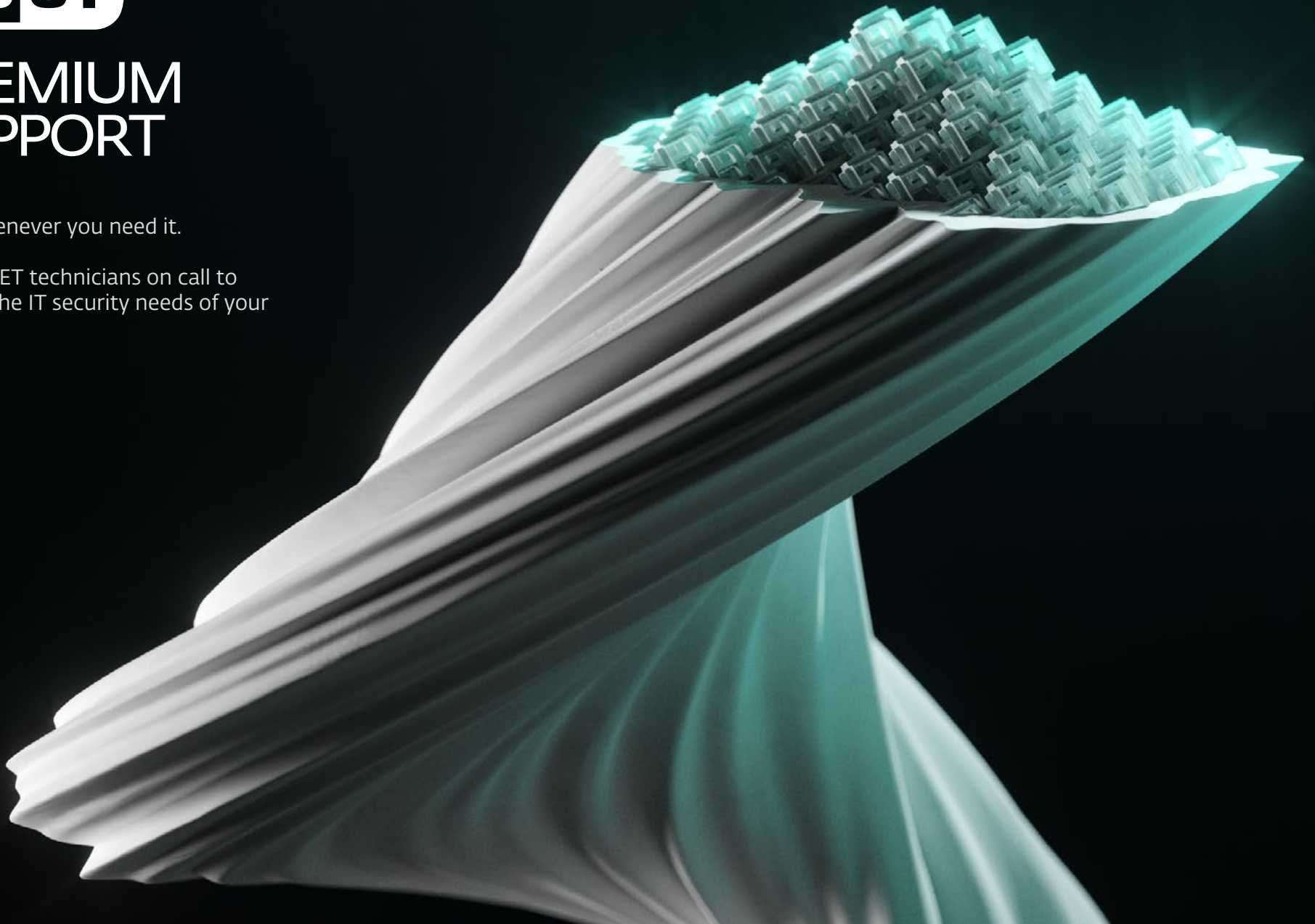




PREMIUM SUPPORT

Help, whenever you need it.

Skilled ESET technicians on call to
support the IT security needs of your
business





What is ESET Premium Support?

ESET Premium Support is designed to answer your queries promptly, resolve issues quickly and help you use the full potential of your ESET products.

ESET Premium Support:

- ◆ allows you to enjoy the maximum return on your investment in ESET products
- ◆ reduces complexity and ensures the operational continuity of your organization
- ◆ covers the entire lifecycle of the product, tailored to your specific environment
- ◆ helps you allocate security resources efficiently

Why ESET Premium Support?

NO MORE LEARNING CURVE

While our products are designed to be intuitive and have comprehensive accompanying documentation, many game-changing advanced features can be missed by your IT team or particular product settings can still be misunderstood, which may prevent them from executing vital operations.

FASTER RESPONSE, FASTER RESOLUTION

ESET Premium Support delivers a guaranteed, 24/7 response to any incident affecting the smooth functioning of your IT environment.

ENSURING BUSINESS CONTINUITY

Deploying new products without any previous knowledge can be tricky even for organizations with dedicated security and IT teams. The deployment and/or upgrade of new products into live environments without the required expertise presents a serious business continuity risk.

A FAST-TRACKED RESPONSE

Regular technical support staff can be unfamiliar with your issue or the details of your environment. It's a very different story when you reach an ESET expert who knows your infrastructure and will be able to solve the issue effectively.

FINE-TUNING YOUR IT MACHINE

Purchasing and deploying hi-tech products unfortunately does not guarantee their seamless operation. Specific combinations of operating systems, hardware and software from different vendors may cause unexpected behaviors. Leave deployment to experts who can foresee clashes and incompatibilities and will take the right action quickly.

EXPERT COMPLIANCE

Many industries have strict compliance policies which require that products be deployed by authorized vendors.

Choose the level of service that fits your organization's requirements

	ESET PREMIUM SUPPORT ESSENTIAL	ESET PREMIUM SUPPORT ADVANCED
CRITICAL SEVERITY (A) RESPONSE TIME	2 hours	2 hours
SERIOUS SEVERITY (B) RESPONSE TIME	4 hours	4 hours
COMMON SEVERITY (C) RESPONSE TIME	1 workday	1 workday
SUPPORT AVAILABILITY	365 / 24 / 7	365 / 24 / 7
CALLER ENTRY POINT	Specialists at ESET partner or Experts (ESET HQ)	Specialists at ESET partner or Experts (ESET HQ)
CUSTOMER CONTACTS	Unlimited	Unlimited
PRIORITY CALL QUEUING	Yes	Yes
TICKETS ELIGIBLE FOR PREMIUM TREATMENT	Limited	Unlimited
DEDICATED ACCOUNT MANAGER		Yes
PRIORITY ACCESS TO DEVELOPMENT TEAMS		Yes
PROACTIVE PRODUCT ISSUES RESOLUTION		Yes
DEPLOYMENT & UPGRADE		1
HEALTHCHECK		1

What's inside?

ESET Premium Support Essential

A guaranteed, prioritized and accelerated product support package including fast and detailed analysis of any problems, followed by precise troubleshooting advice at any hour of the day or night, including weekends and public holidays.

- ◆ 365/24/7 access to ESET experts with years of experience in IT security
- ◆ Tailored response—“customer is more than just a number” approach
- ◆ Enables immediate resolution of technical issues within your organization's security environment
- ◆ Receive a response to a critical issue within minutes of it being identified
- ◆ Prioritized access to ESET HQ experts and even development teams

What's inside?

ESET Premium Support Essential



FASTER REACTION

With ESET Premium Support Essential you get first-class service to respond to business-critical incidents within 120 minutes.



PRIORITY STATUS

Rest assured everyone from your IT team will get priority status in the queue: an unlimited number of telephone numbers can be registered.



REMOTE CONNECTION

Ask our experts to set up a remote connection for faster troubleshooting.



LOCALIZED APPROACH

Local ESET presence enables a very local approach and, combined with ESET HQ's technical expertise, results in the best possible ESET experience.

What's inside?

ESET Premium Support Advanced

Complete ESET product support with superior customer care privileges. Covers all stages of product implementation including installation and set-up, upgrade procedures, regular configuration checks and proactive resolution of product issues.

- ◆ All the benefits of ESET Premium Support Essential
- ◆ Technical account manager for every single customer
- ◆ Proactive informative services
- ◆ Priority call queuing

At ESET we believe that the highest level of security can only be achieved by a combination of robust technology and human expertise.

What's inside?

ESET Premium Support Advanced

INCLUDES ALL THE BENEFITS OF ESET PREMIUM SUPPORT **ESSENTIAL**, PLUS THE FOLLOWING:



UNLIMITED QUERIES

With ESET Premium Support Advanced package, there are no limits on the number of queries eligible for premium treatment.



TECH ACCOUNT MANAGER

A dedicated account manager is fully informed about your infrastructure and environment specifications, ready to provide immediate resolution support.



PRIORITY INVESTIGATION

Tickets requiring development investigation receive priority treatment from our development teams.



DEPLOYMENT & UPGRADE SERVICE

Proper installation and initial configuration of newly purchased ESET business products solely by experienced and certified ESET professionals ensures they function optimally.



HEALTHCHECK SERVICE

ESET experts perform a critical assessment of the current implementation of ESET business products, followed by a detailed report and recommendations for a more effective configuration to improve the products' performance.



PROACTIVE PRODUCT ISSUES RESOLUTION

ESET continually shares product-related information and urgent alerts on the ESET Knowledgebase website, yet not all admins have enough time to follow those. Make sure to be notified of all significant product updates with actionable recommendations via direct notification (email or call).

About ESET

For more than 30 years, ESET® has been developing industry-leading IT security software and services, delivering instant, comprehensive protection against evolving cybersecurity threats for businesses and consumers worldwide. ESET is privately owned. With no debts and no loans, we have the freedom to do what needs to be done for the ultimate protection of all our customers.

ESET IN NUMBERS

110 m+
users
worldwide

400 k+
business
customers

200+
countries &
territories

13
global R&D
centers

SOME OF OUR CUSTOMERS



protected by ESET since 2016
more than 14.000 endpoints



ISP security partner since 2008
2 million customer base



protected by ESET since 2017
more than 14,000 endpoints



protected by ESET since 2016
more than 4,000 mailboxes

Why choose ESET?

SOME OF OUR TOP AWARDS



ISO SECURITY CERTIFIED



ISO SECURITY CERTIFIED

ESET is compliant with ISO/IEC 27001:2013, an internationally recognized and applicable security standard in implementing and managing information security. The certification is granted by the third-party accredited certification body SGS and demonstrates ESET's full compliance with industry-leading best practices.

ANALYST RECOGNITION

FORRESTER®

ESET was included in the Now Tech: Enterprise Detection And Response, Q1 2020 report — Forrester's overview of 29 enterprise Detection and Response solutions.



ESET retains its 'Top Player' status in Radicati's 2021 APT Protection Market Quadrant report.

Gartner Peer Insights is a free peer review and ratings platform designed for enterprise software and services decision makers. Reviews go through a strict validation and moderation process to ensure information is authentic. Gartner Peer Insights reviews constitute the subjective opinions of individual end users based on their own experiences, and do not represent the views of Gartner or its affiliates.

