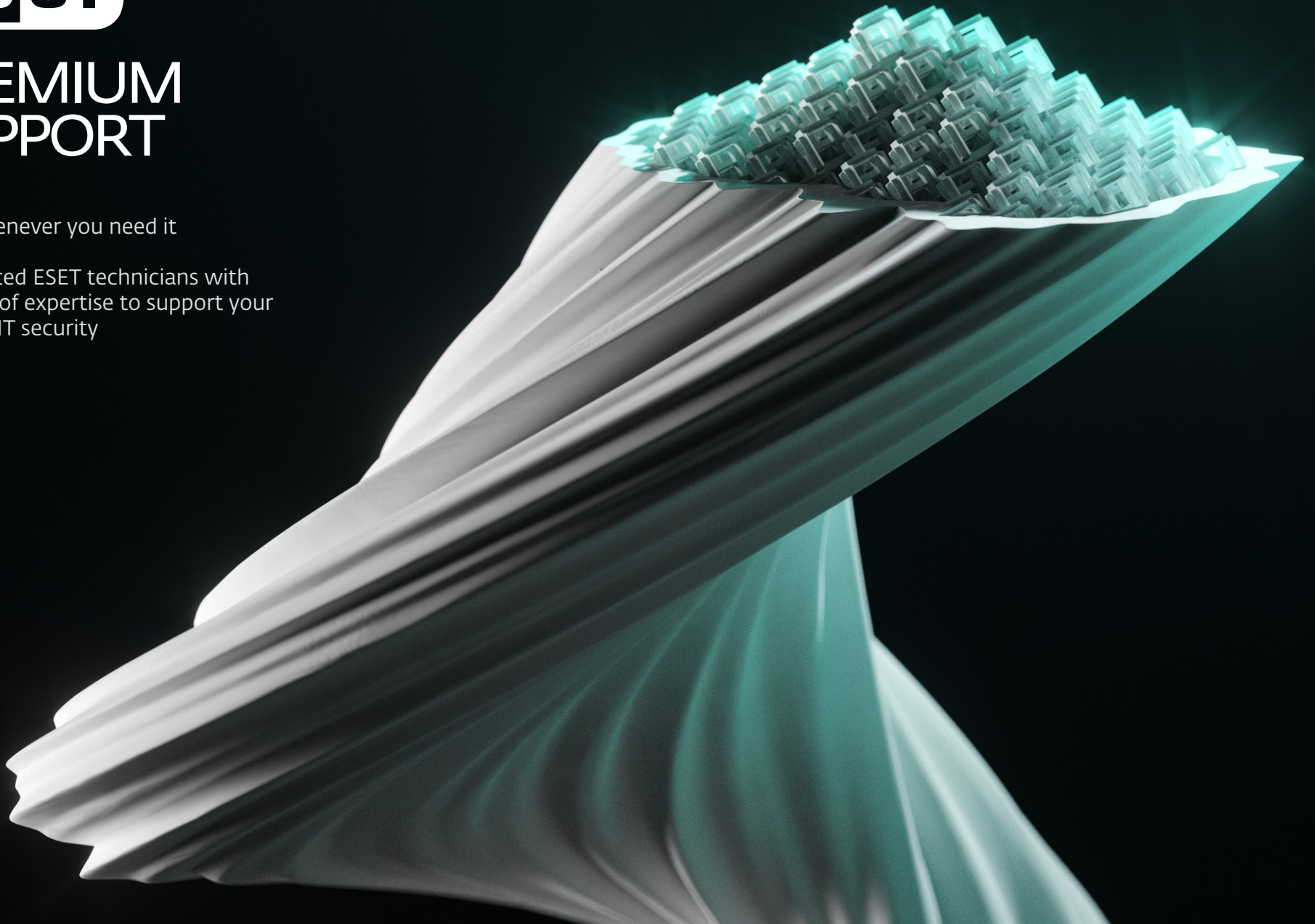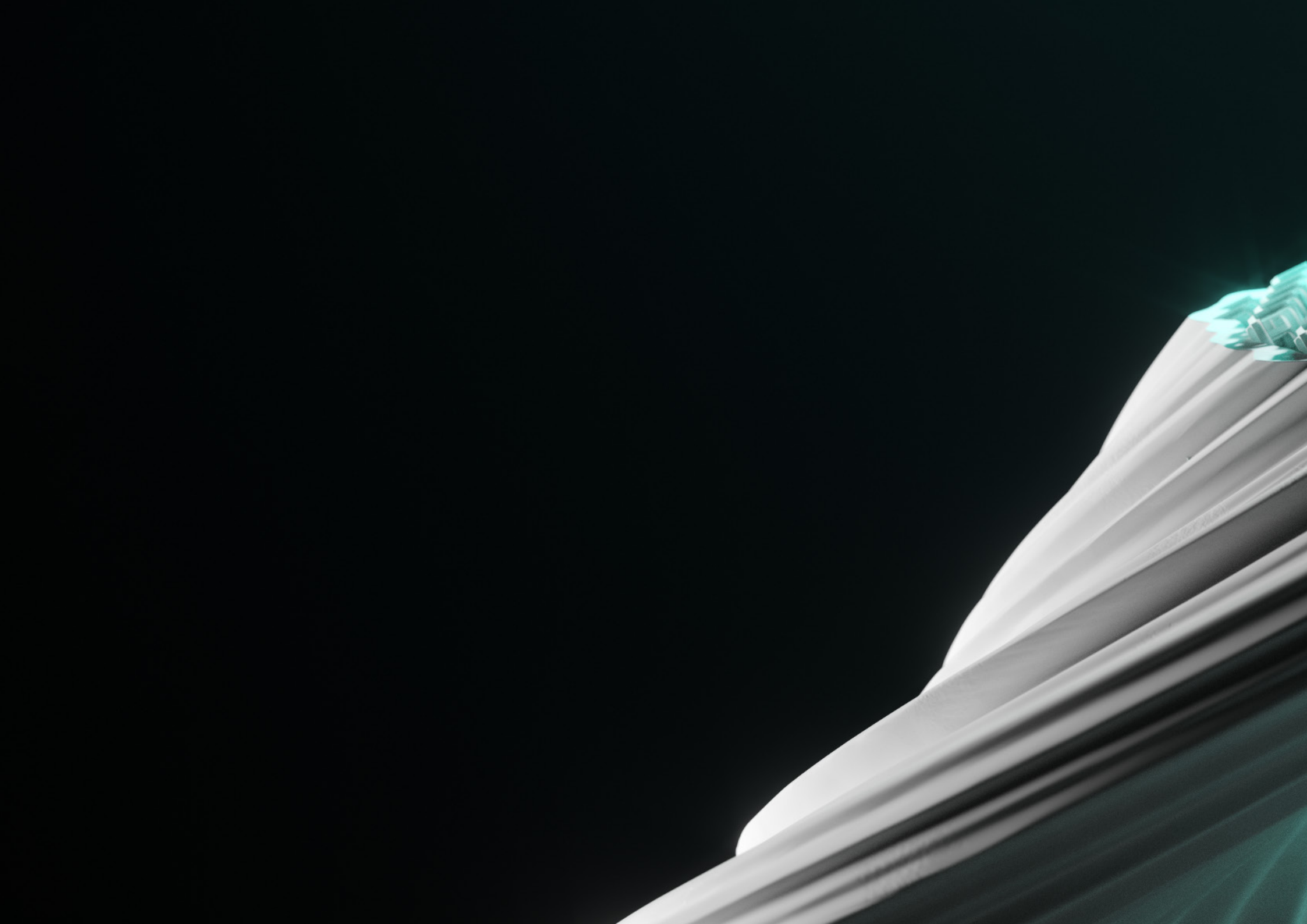# ESET®

PREMIUM SUPPORT

Help, whenever you need it

Experienced ESET technicians with
a wealth of expertise to support your
business IT security

What is ESET Premium Support?

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

ESET Premium Support:

- Allows you to get the maximum return on your investment in ESET products
- Reduces complexity
- Ensures your organization's operational continuity
- Covers the entire life cycle of the product, tailored to your specific environment
- Helps you allocate security resources efficiently

Why ESET Premium Support?

NO MORE LEARNING CURVE

ESET products are designed to be intuitive and have comprehensive accompanying documentation. However, it's still possible that advanced features could be missed by your IT team or particular product settings misunderstood, which could prevent them from executing critical 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

Get straight through to an ESET expert who knows your infrastructure and will be able to solve the issue quickly and 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.

COMPLIANCE

Many industries have strict compliance rules which require products to 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 INCIDENT (A) RESPONSE TIME	2 hours	2 hours
SERIOUS INCIDENT (B) RESPONSE TIME	4 hours	4 hours
COMMON INCIDENT (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 INFORMATIVE SERVICES		Yes
DEPLOYMENT AND 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.

- 24/7/365 access to ESET experts with years of experience in IT security

- Get responses tailored to your individual needs

- Immediate resolution of technical issues in your organization's security environment

- Response to critical issues 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.

REMOTE CONNECTION

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

PRIORITY STATUS

Everyone from your IT team will get priority status in the queue – an unlimited number of telephone numbers can be registered.

LOCAL SUPPORT

Get local support, combined with ESET HQ's technical expertise for an excellent 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

30 years of fighting cybercrime by continuous innovation. ESET believes 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 the ESET Premium Support Advanced package, there is no limit on the number of queries eligible for premium treatment.

TECH ACCOUNT MANAGER

A dedicated account manager, with extensive knowledge of your infrastructure and environment, ready to provide immediate support.

PRIORITY INVESTIGATION

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

DEPLOYMENT & UPGRADE SERVICE

Experienced and certified ESET professionals cover installation and initial configuration to ensure optimum operating conditions.

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 posts product-related information and urgent alerts on the ESET Knowledgebase website, but not all admins have enough time to follow those. Get notifications by email or phone of all significant product updates with actionable recommendations.

About ESET

For more than 30 years, ESET® has been developing industry-leading IT security software and services to deliver comprehensive, multilayered protection against cybersecurity threats for businesses and consumers worldwide. ESET has long pioneered machine learning and cloud technologies that prevent, detect and respond to malware. ESET is a privately owned company that promotes scientific research and development worldwide.

ESET IN NUMBERS

1bn+	**400k+**	**200+**	**13**
internet users protected	business customers	countries & territories	global R&D centers

SOME OF OUR CUSTOMERS

Canon

protected by ESET since 2016
more than 32,000 endpoints

T··

ISP security partner since 2008
2 million customer base

MITSUBISHI MOTORS
Drive your Ambition

protected by ESET since 2017
more than 9,000 endpoints

Allianz Suisse

protected by ESET since 2016
more than 4,000 mailboxes

Why choose ESET?

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

ESET has been recognized as a Major Player in endpoint security in the IDC MarketScape: Worldwide Modern Endpoint Security for Enterprises 2021 and and IDC MarketScape Modern Endpoint Security for Small and Midsize Businesses 2021 Vendor Assessment.

ESET has been recognized as a 'Top Player' for the fourth year in a row in Radicati's 2021 Endpoint Security Market Quadrant.

The rigorous MITRE ATT&CK Evaluation demonstrated the undeniable qualities of ESET EDR technology and validated the strong vision for ESET Inspect's future.

ESET®
Digital Security
Progress. Protected.