Help, whenever you need it

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

What is ESET Premium Support?
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

<table>
<thead>
<tr>
<th>Service Description</th>
<th>ESET Premium Support Essential</th>
<th>ESET Premium Support Advanced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical Incident (A) Response Time</td>
<td>2 hours</td>
<td>2 hours</td>
</tr>
<tr>
<td>Serious Incident (B) Response Time</td>
<td>4 hours</td>
<td>4 hours</td>
</tr>
<tr>
<td>Common Incident (C) Response Time</td>
<td>1 workday</td>
<td>1 workday</td>
</tr>
<tr>
<td>Support Availability</td>
<td>365 / 24 / 7</td>
<td>365 / 24 / 7</td>
</tr>
<tr>
<td>Caller Entry Point</td>
<td>Specialists at ESET partner or Experts (ESET HQ)</td>
<td>Specialists at ESET partner or Experts (ESET HQ)</td>
</tr>
<tr>
<td>Customer Contacts</td>
<td>Unlimited</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Priority Call Queuing</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Tickets Eligible for Premium Treatment</td>
<td>Limited</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Dedicated Account Manager</td>
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<td>Yes</td>
</tr>
<tr>
<td>Priority Access to Development Teams</td>
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<td>Yes</td>
</tr>
<tr>
<td>Proactive Informative Services</td>
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<tr>
<td>Deployment and Upgrade</td>
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<td>1</td>
</tr>
<tr>
<td>Healthcheck</td>
<td></td>
<td>1</td>
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</tbody>
</table>
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.

DEPLOYMENT & UPGRADE SERVICE
Experienced and certified ESET professionals cover installation and initial configuration to ensure optimum operating conditions.

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

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.

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

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

SOME OF OUR CUSTOMERS

- Canon: protected by ESET since 2016, more than 32,000 endpoints
- 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
- T...: ISP security partner since 2008, 2 million customer base
Why choose ESET?

**SOME OF OUR TOP AWARDS**

- AV Comparatives
- BBB A+ Accredited Business
- AV Test
- Approved Corporate Endpoint Protection
- TrustRadius: 2021
- Reader's Digest: 2021

**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 ‘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.