BITDEFENDER
BUSINESS SUPPORT

CHANGING THE SUPPORT PARADIGM

Today's network computing environments are complex enough to manage when things are running smoothly, but when things start going wrong it can be overwhelming for both IT novices and experts alike. Your company's investment in a business security solution shouldn't end with the purchase and installation of the product, it's also about the support infrastructure you need to help overcome day-to-day obstacles and minimize the disruption to business operations. Whether it's an implementation issue, configuration problem, or a virus outbreak that's bringing your organization to a standstill, it's essential to know that you can get the support you need - when you need it.

Many vendors' security support services are reactive in nature, but in an ever-changing threat landscape they also need to provide proactive support tools and information needed to help make informed decisions and take preventative action if required. In addition to regular product and definition updates, vendor support services should be to be easy to reach and offer multiple paths of communication with rapid response times that ultimately lead to reducing the frustration and burden of a crisis.

BITDEFENDER'S BUSINESS SUPPORT SERVICES

Business support and professional services are an easy and efficient way to maximize your investment in your product investment while reducing the overall impact of IT related costs.

BitDefender's certified representatives adhere to best practices and committed to industry support standards. Trained in depth on BitDefender's solutions and third-party technologies, they provide the highest quality of support experience in order to be responsive to your needs.

CONVENIENT AND EXTENSIVE SUPPORT OPTIONS

Indirect support communication options include BitDefender's extensive Knowledgebase which is accessible via BitDefender's global and regional Websites and translated into multiple languages. It is the preferred support method used by many customers today as it is comprehensive and easy to use. The Knowledgebase articles are organized by solution, classified by issue, and presented in different media formats to meet the needs of novice and technical users alike. For some topics, a video tutorial will guide you through detailed step-by-step instructions. For others, a clearly defined text-based article helps to identify the issue with granular problem resolution information for expert level problem assessment and diagnosis.

Direct support communication methods include; phone and email support, remote problem assessment and diagnosis, custom problem submission forms and access to BitDefender's support discussion forums.

BITDEFENDER'S SUPPORT SERVICES

- Support provided by certified team of experts
- Local languages available for selected regions and countries
- Extensive knowledgebase with step-by-step guides
- Training videos as brief self-learning tutorials
- Electronic forms for reporting Issues
- Phone and Email Support
- Virus alert subscription
- Technical newsletter subscriptions
- Automatic virus updates
- Automatic product updates
- Downloads for upgrades and trial products
- Forums for discussion to exchange information and ideas
- Access to BitDefender's MalwareCity online community
- Value-added Professional Services

bitdefender®

VALUE-ADDED PROFESSIONAL SERVICES

- Phone or email assistance for product deployments
- Remote or On-site assistance for product deployments
- Training and certification services for partners
- Additional services provided by BitDefender's local partners

DEFENSE IN DEPTH

BitDefender Business Support is just one element in a comprehensive suite of solutions providing end-to-end network protection from the gateway to the desktop. BitDefender's proactive, multi-platform products detect and stop viruses, spyware, adware and Trojan threats that can compromise your network integrity.

RELATED LINKS

www.bitdefender.com/businesshelp

http://www.bitdefender.com/site/Defense/

Customer Contact Options and Support Services for BitDefender's Business Security Solutions

PRODUCT UPDATES

For continuous protection, BitDefender Business Solutions receive the latest malware and solution updates on a regular basis. Registered users benefit from free upgrades to any new version of the solution during the license period.

FREE SCANNING AND RECOVERY TOOLS

BitDefender provides complementary Free Online Scanner tool to quickly scan any individual workstation connected to the Internet. The Online Scanner is a browser add-on and it does not provide continuous protection, but rather an easy way to try the BitDefender's award winning scanning engine.

Another BitDefender's complimentary tool is Rescue CD intended for system administrators or support personnel to start a badly infected computer after it fails to load its own operating system. The Rescue CD contains a Linux operating system with scanning and recovery tools for cleaning the computer. It allows to access local files on infected computer that could not be otherwise recovered.

BITDEFENDER'S DEFENSE CENTER

Defense Center provides customers and other industry security specialists with a free online resource dedicated to the latest trends and online security threats. The latest intelligence report keeps you up-to-date with frequently published articles about the latest discoveries, sharing knowledge on how best to proactively protect your network and minimize the impact of any newly discovered malware.

CUSTOM & PROFESSIONAL SERVICES

BitDefender Business Support can provide multiple levels of support to suit your specific business requirements. Professional Services include remote installation, on-site solution training, and pre and post deployment consulting services to maximize protection levels and optimize our solutions to meet your organization's specific business needs.