Bitdefender®
Enterprise Support Services

Business Support Standard

Bitdefender's products provide unparalleled protection for your company against malware attacks. Furthermore, your license includes non-stop support. You also benefit from the Bitdefender guarantee, which means top client services: access to our support system anytime, 24 hours a day, 365 days a year.

Enterprise Support Premium

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. You can choose the Silver or Gold Premium Enterprise Support packages, depending on the response times and the types of proactive services necessary for your organization.

Main benefits
- Increased security for your organization
- Efficient and prompt solutions for any danger
- Quick response in case of incidents

- Time-saving security solution administration
- Minimal resources required for maximized infrastructure performance
- Quick return on investment in the security solution

	Standard Business Support	Gold Premium Enterprise Support	PLATINUM Premium Enterprise Support
Phone Assistance	YES	PRIORITIZED	NAMED
Email Assistance	YES	PRIORITIZED	NAMED
Incident Assistance	YES	YES	NAMED
Target Response Time for Severity 1 issues	4 hours	Direct phone line	Direct phone line
Target Response Time for Severity 2 issues	12 hours	3 hours	3 hours
Target Response Time for Severity 3 and 4 issues	24 hours	4 hours	4 hours
Customer portal		YES	YES
Malware submission		YES	YES
Routine Product Health-Checks	-	2 x Sessions per year - Remote	2 x Sessions per year -Remote
Product Upgrade Assistance	-	2 x Major releases - Remote	2 x Major releases -Remote
Maintenance sessions	-	4 x Minor release - Remote	4 x Minor release - Remote
Technical Account Manager (TAM)	-	-	YES
Product Architecture Assistance	-	-	1 x Major release - Remote
Quarter alignment call	-	-	Remote
Direct support on technical issues	-	-	Remote
Handle escalated technical issues within Bitdefender (issues, FR)	-	-	Remote
Act as the liaison between Product Development & Support Center	-	-	Remote
Advanced assistance for malware outbreaks and access to a Bitdefender Incident Response Manager	-	-	YES

Special assistance in case of incidents

All business clients can use this premium service upon request in order to solve any security incidents. In such cases, Bitdefender experts perform remote or on site interventions.

„Bitdefender offers top services. Quick response, good quality service and support at all times" Michael M. Kristensen, Clipper