



OVERVIEW

PREMIUM SUPPORT

Help, whenever you need it

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

Progress. Protected.

The support you need

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

- Premium Support ensures you get the maximum return on your investment in ESET products
- It reduces the complexity of your security management
- Your organization's operational continuity is ensured
- It covers the entire life cycle of each product, tailored to your specific environment
- With Premium Support, you can allocate security resources more efficiently

How you will benefit

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



PREMIUM
SUPPORT
ESSENTIAL



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	24 hours	24 hours
Support Availability	365 / 24 / 7	365 / 24 / 7
Caller Entry Point	ESET Certified Specialist	ESET Certified Specialist
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 & Upgrade		1
HealthCheck		1



What's inside?

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 them being identified
- Prioritized access to ESET HQ experts and even development teams



FASTER REACTION

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



PRIORITY STATUS

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.



LOCAL SUPPORT

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



What's inside?

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.

- Technical account manager for every single customer
- Proactive informative services
- Priority call queuing

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.



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.



DEPLOYMENT & UPGRADE SERVICE

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

About ESET

Next-gen digital security for business

WE DON'T JUST STOP BREACHES—WE PREVENT THEM

Unlike conventional solutions that focus on reacting to threats after they've been executed, ESET offers an unmatched AI-powered prevention-first approach backed by human expertise, renowned global Threat Intelligence, and an extensive R&D network led by industry-acclaimed researchers—all for the continuous innovation of our multilayered security technology.

Experience unparalleled protection from ransomware, phishing, zero-day threats and targeted attacks with our award-winning, cloud-first XDR cybersecurity platform that combines next-gen prevention, detection, and proactive threat hunting capabilities. Our highly customizable solutions include hyperlocal support. They offer minimal impact on endpoint performance, identify and neutralize emerging threats before they can be executed, ensure business continuity, and reduce the cost of implementation and management.

In a world where technology enables progress, protect your business with ESET.

ESET IN NUMBERS

1bn+

protected
internet users

400k+

business
customers

200

countries and
territories

13

global R&D
centers

INDUSTRY RECOGNITION



ESET is recognized for over 700 reviews collected on Gartner Peer Insights



ESET recognized for giving back to the community with a 2023 Tech Cares Award from TrustRadius

ANALYST RECOGNITION



In 2023, IDC placed ESET among the top 5 threat intelligence vendors and highlighted the profile of ESET Threat Intelligence.



ESET has been recognized as a 'Top Player' – for the fourth year in a row – in Radicati's Advanced Persistent Threat (APT) Protection Market Quadrant 2023.



ESET is the top independent cybersecurity software company contributor, and among the top 10 out of 354 contributors, to the MITRE ATT&CK framework.

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.

SOME OF OUR CUSTOMERS



protected by ESET since 2017
more than 9,000 endpoints



protected by ESET since 2016
more than 4,000 mailboxes

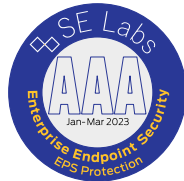


protected by ESET since 2016
more than 32,000 endpoints



ISP security partner since 2008
2 million customer base

SOME OF OUR TOP AWARDS



“THE IMPLEMENTATION WAS VERY STRAIGHTFORWARD. IN COOPERATION WITH ESET’S WELL-TRAINED TECHNICAL STAFF, WE WERE UP AND RUNNING OUR NEW ESET SECURITY SOLUTION IN A FEW HOURS.”

IT Manager, Diamantis Masoutis S.A.,
Greece, 6,000+ seats



“WE WERE MOST IMPRESSED WITH THE SUPPORT AND ASSISTANCE WE RECEIVED. IN ADDITION TO BEING A GREAT PRODUCT, THE EXCELLENT CARE AND SUPPORT WE GOT WAS WHAT REALLY LED US TO MOVE ALL OF PRIMORIS’ SYSTEMS TO ESET AS A WHOLE.”

Joshua Collins, Data Center Operations Manager,
Primoris Services Corporation, USA, 4,000+ seats

