

► PREMIUM TECHNICAL SUPPORT

Maintenance Service Agreement (MSA) for Enterprise and Business

Downtime is expensive and damaging to your business. Premium Technical Support minimizes the impact for Kaspersky Lab MSA Enterprise and Business customers of a security infrastructure failure or security incident, focusing the full force of our expertise directly on finding the fastest, most effective route to getting you safely back to full performance.

At the hub of this service is your Technical Account Manager, taking ownership of your issue and fast-tracking it to expert teams of dedicated Kaspersky Lab engineers and analysts who consider finding a solution a priority.

OUR COMMITMENT TO YOU			
Service Type	Standard	MSA Business	MSA Enterprise
Product Incident Response	Standard office hours	24/7/365 web / email submission; priority processing	24/7/365 telephone support, plus a dedicated Technical Account Manager during office hours
Virus Response	24/7/365 web / email submission; standard processing	24/7/365 web / email submission; priority processing	
Response time for high level incidents	—	4 hours 24/7/365	30 minutes 24/7/365
Technical Account Manager	—	Technical Account Manager	Dedicated Technical Account Manager
Hot fixes and patches	Public patches during support phase	Public and private patches during support phase	Priority provision of public & private patches, during support phase and throughout the contract, as well as personal customized patches
Prioritization	—	Prioritization of your incident and its resolution 24/7/365	Prioritization of your incident and its resolution 24/7/365
Live Status Updates	—	—	Regular status updates from your dedicated Technical Account Manager as each incident is fast-tracked to resolution
Quality assurance	—	—	Regular quarterly reporting from your dedicated Technical Account Manager
Kaspersky Professional Services	—	Professional services available on request at additional cost	Initial health check included. Additional professional services available on request at additional cost
Maximum number of incidents per year	—	36	Unlimited

As an MSA Enterprise or Business customer, you can expect a priority service that extends throughout Kaspersky Lab, ensuring that our best experts are focused on keeping you and your infrastructure fully operational and fully secure.

This priority service is delivered by:

- **Understanding the complexities of your IT environment.** Incident resolution is achieved faster through access to the Technical Account Manager. For Enterprise customers, your dedicated Kaspersky Technical Account Manager is already familiar with the configuration of your system, your processes, and your organizational culture, so we can pinpoint your issue and get on with solving it even faster.
- **Minimizing the risk.** Protective measures tailored to your system, including prioritized hot fixes and personalized patches, keep you fully protected. For MSA Enterprise customers, a system configuration inspection and health check on request helps identify future issues that could lead to downtime incidents.
- **Acting fast.** An allocated group of experts are on standby 24/7/365, tasked with taking ownership of your issue and achieving the swiftest possible resolution. They fast-track your issue straight to those behind-the-scenes specialists at Kaspersky Lab headquarters who are best able to deliver the right solution for you, at speed.
- **Harnessing expertise.** Kaspersky's technological expertise is globally recognized. A Technical Account Manager has the authority to mobilize this expertise directly on your behalf to ensure your issue is prioritized and is solved fast and fully.
- **Ongoing Communication.** As an MSA Enterprise customer, you can expect full quarterly reports prepared by your dedicated Technical Account Manager. Post-incident reviews, incident status reporting, and quality of service monitoring also help keep you informed and ensure we are delivering the most effective service to meet your needs.

The result of this dynamic, expert approach is less downtime, faster recovery and fewer in-house resources spent on troubleshooting. You have the assurance of knowing that your IT systems are protected, not just by industry-leading security technologies, but by the skills and dedication of some of the world's leading security experts.

Get even more from your security system with Professional Services from Kaspersky Lab

Services currently available at additional cost include:

Deployment and Upgrade

On-site services covering the design, deployment, configuration and upgrade of Kaspersky Lab B2B solutions over your IT infrastructure.

Training

Educating your IT staff in the most effective use of Kaspersky security technologies in your specific environment.

Health Check

Designed to optimize security performance levels for Kaspersky Lab corporate solutions over your infrastructure, with recommendations given in a comprehensive final report.

WHY KASPERSKY LAB?

- Founded and led by the world's foremost security expert, Eugene Kaspersky
- Partnerships with global law enforcement agencies such as Interpol and CERTS
- Cloud-based tools monitoring millions of cyberthreats across the globe in real time
- Global teams analyzing and understanding Internet threats of all kinds
- World's largest independent security software company – focused on threat intelligence and technology leadership
- Undisputed leader in more independent malware detection tests than any other vendor
- Identified as a Leader by Gartner, Forrester and IDC

TO LEARN MORE VISIT: WWW.KASPERSKY.COM

MSA/E&B Datasheet/V2.0/April 15/Global

Kaspersky Lab ZAO, Moscow, Russia
www.kaspersky.com

All about Internet security:
www.securelist.com

Find a partner near you:
www.kaspersky.com/buyoffline



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