SOFTWARE COMPATIBILITY SERVICE

Service goal:

LOWER THE RISK OF FALSE POSITIVE RESULTS OF LEGITIMATE SOFTWARE SCANS, USED IN CORPORATE NETWORK OF KASPERSKY LAB MSA CLIENTS.

As you know, network administrators, users and software providers experience some difficulties, because legitimate software is improperly classified as malicious by Anti-Virus. Such situation is called "false positive". It is quite common and does not specify a particular Anti-Virus program.

Workflow recovery in the network requires lots of work, time and money resources. Massive requests are sent to both client and Kaspersky Lab Technical Support. During the recovery process in the corporate network, business-processes in a company pause. Kaspersky Lab offers MSA clients a free service scanning software in the corporate network for compatibility with Kaspersky Lab anti-virus bases.

Service presupposes contacts exchange and communication with MSA client to make arrangements for data types and methods of its provision. Data received from MSA client is processed (scanned with anti-virus and Whitelist databases) and after that resulting reports are sent to the e-mail of MSA-client. The provision of service is not a one-time occurrence. Software compatibility service is recommended to be used as required or as new programs or updated versions of already existing programs appear in the corporate network of MSA client.

Participation rules:

- MSA client(MSA Business, MSA Enterprise) of Kaspersky Lab.

- Provision of data in forms of files, checksums or system images.

Advantages:

- Lowered risk of false positives in the network of MSA-client.

- Minimized number of request for local Technical Support and IT-servicedesk from the ultimate users of the corporate network.

- Improved service quality due to the preliminary(additional) quality control by Kaspersky Lab.

- Increased satisfaction of ultimate users working with software in the corporate network.

- Data processing is fully automated and does not require any active actions from a client.

- Feedback availability. Reports with the results of scans on the received data. Contact Technical Support about any questions on Service via the following e-mail: technology.alliances@kaspersky.com

- Scan of web-resources used by MSA-client in a workflow. By request of MSA-client and provision of web-resources for scan.

- Participation in service is absolutely free.

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