

MSA Business

Designed for mid-size to large organizations that require fast access to senior technical resources with 24x7 support availability for critical issues, as well as priority response and resolution.

- 24/7 priority support line for highest level issues (holidays included)
- Four assigned customer technical contacts
- Response to highest level issues within 2 hours
- Assigned Technical Account Manager (TAM) team to ensure security
- All other MSA Plus benefits

MSA Enterprise

Designed for large enterprises with complex environments that require dedicated, personalized, proactive support around the clock.

- Dedicated Technical Account Manager (TAM) services, including proactive troubleshooting and service updates
- Unlimited 24/7 support for select issue levels
- Remote health check
- Included on-site assistance
- All other MSA Business benefits

Support	MSA Business	MSA Enterprise
Support Coverage <i>Incident ID and Support:</i>		
Premium Incidents Per Year [†]	36	Unlimited
Assigned Customer Technical Contacts	4	8
Break/Fix Incidents ^{††}	Unlimited	Unlimited
Support Availability <i>Telephone Support:</i>		
Severity Level 1	24x7x365	24x7x365
Severity Level 2	9 am to 8 pm (ET) Monday - Friday	24x7x365
Severity Levels 3-4	9 am to 8 pm (ET) Monday - Friday	9 am to 8 pm (ET) Monday - Friday
Web Ticket and Live Chat Support:		
All Severity Levels	24x7x365 (Processed 9 am to 8 pm, M-F)	24x7x365 (Processed 9 am to 8 pm, M-F)
Response Time		
Severity Level 1	2 hours (30-minute callback)	2 hours (30-minute callback)
Severity Levels 2-4	Level 2: 8 working hours, Level 3: 12 working hours, Level 4: 24 working hours	Level 2: 4 hours, Level 3: 12 working hours, Level 4: 24 working hours
Holiday Support:		
Severity Level 1	All holidays	All holidays
Severity Levels 2-4	Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day	Level 2: All Holidays, Levels 3-4: Not available on Christmas, July 4, Labor Day, Thanksgiving and New Year's Day
Priority Line	Yes	Yes
Remote Assistance		
Availability by Level	All severity levels	All severity levels
Enhanced Support Services <i>Dedicated Security Contacts</i>		
Assigned Technical Account Manager (TAM) dedicated to maintaining your company's security through proactive troubleshooting and ongoing service updates	TAM Team (Senior team of engineers)	Dedicated TAM
Detailed Security Assurance:		
Quality Monitoring and Reporting	No	Yes
Review Call/Onsite Review	No	1 day per year
Remote Health Check (3rd Month)	No*	2 hours included*
Private Patching and Error Fixing	No	Yes
Priority Escalation of Support Requests	High	Highest

*Additional support available at an affordable rate.

[†]Premium Incidents: More extensive than standard issues, premium incidents often require a walk through, a review of best practices or an advanced guided explanation.

^{††}Break/Fix Incidents: Software errors or malfunctions, or software that is not working as documented.

Give your business the support it needs.
Call 1-866-563-3099 or email corporatesales@kaspersky.com today.