


Premium Technical Support MSA Enterprise


2023

Extend your possibilities with Enterprise
Maintenance Service Agreement




Priority line

Submit requests 24 hours a day,
365 days a year




Personal Technical Account Manager

Dedicated team member to manage
incident processing




Customised reports

Keep track of all incidents




Individual requests

Request to make changes to antivirus
signatures



Private Patches


Receive improvements according to
your needs




Health Check

Conduct an audit to get best practices
and recommendations


Submit unlimited number incident request
in the most convenient way




Kaspersky
Technical Support web portal



Priority
telephone line



Email, if you have issues accessing
Company Account



Assigned Technical
Account Manager

Who is your Personal Technical Account Manager

TAM is a Kaspersky employee,
who manages processing of all incidents.

Your manager is accessible during local business working hours from
Monday to Friday. If the TAM is unavailable, your request will be directed to
the manager-on-duty on the MSA Technical Support line.



Organizes communication for processing
incidents by Kaspersky technical teams



Supports your IT department with
recommendations and instructions given
by Kaspersky specialists



Notifies of the current incidents status
and provides quarterly reports



Works in cooperation
with you to resolve current technical
and operational incidents



Supervises the progress of tasks and
implements timely escalations when required



Advocates for your
interests and communicates
with Kaspersky

How fast does Kaspersky respond?

We guarantee the following response times,
depending on the urgency of request.

Keep in mind, that response time is the time when we come up with a qualified
answer to your issue, not an actual solution, as it may require additional data
and information. Phone call is also required during out of business hours,
weekends, and holidays.

Requests from the MSA Enterprise customers are assigned with higher priority
compared to requests within the standard support package.

Severity levels

Level 1 Critical

Critical problem, which interrupts
business functioning, causes
systems to crash, or data loss

© 30 min

Level 2 High

Moderate issue which affects
functionality but does not
cause data corruption/loss or
software crash

© 4 hours

Level 3 Medium

Non-critical issue or service
request, which partially affects
product

© 6 working hours

Level 4 Low

Minor issue or service request,
which does not affect
functionality

© 8 working hours

Anti-virus database release by your request

Your manager is accessible during local business working hours from Monday to Friday. If the TAM is unavailable, your request will be directed to the manager-on-duty on the MSA Technical Support line.

Kaspersky releases the update that ensures correct detection. The process is following:

①

Process request concerning anti-virus databases release by a dedicated group of specialists

②

Release of high-priority (expedited) updates for the MSA Enterprise subscribers

③

Technical Account Manager informs you about the update progress

Reports on demand



During the incident resolution, Kaspersky will make every effort to provide you with information on open incidents' processing status. For the highest severity level, we provide you with daily reports by email or phone.

Regular reports may be customized and tailored to meet your needs.

Receive public and private patches



You may request a private patch and fix, carried out by a group of engineers dedicated for Enterprise subscribers.

Kaspersky applies commercially reasonable efforts to release a private program correction code dedicated to your need. Codes of program correction are released according to the product support lifecycle break down.

The terms of using private program corrections are a subject of the License Agreement between you and Kaspersky.

Health Check service



With an Extended technical support certificate, you may request a Health Check once a year. This service is an audit of Kaspersky product parameters to identify if they meet Kaspersky best practices and recommendations. As a result, you will receive a check list with findings and recommendations.

Health Check is provided remotely and lasts one working day. The date and delivery circumstances should be agreed upon at least two weeks in advance.