

Malwarebytes Quick Start Services

Dedicated Technical Account Management

Malwarebytes business solutions are designed for easy deployment, integration, and day-to-day use. Quick Start Services (QSS) are available for additional help in four-hour (QSS-4) or eight-hour (QSS-8) increments and includes phone consultations with an assigned Malwarebytes Technical Account Manager (TAM).

Your TAM will help manage your individual service engagement plan and answer any questions you might have regarding Malwarebytes business solutions. You may choose to use Malwarebytes QSS for deployment assistance, support case management to address urgent incidents, an account health check prior to renewal, new product release training, upgrade assistance, or product migration assistance from one Malwarebytes solution to another.

FEATURES

- ▶ Project Management
- ▶ Knowledge Transfer (best practices, documentation)
- ▶ Deployment Planning
- ▶ On-boarding Product
- ▶ Support Case Management
- ▶ New Release Training & Upgrade Assistance
- ▶ Account Health Check
- ▶ Migration Assistance

Quick Start Services: Deployment

Phase 4

Deployment Review

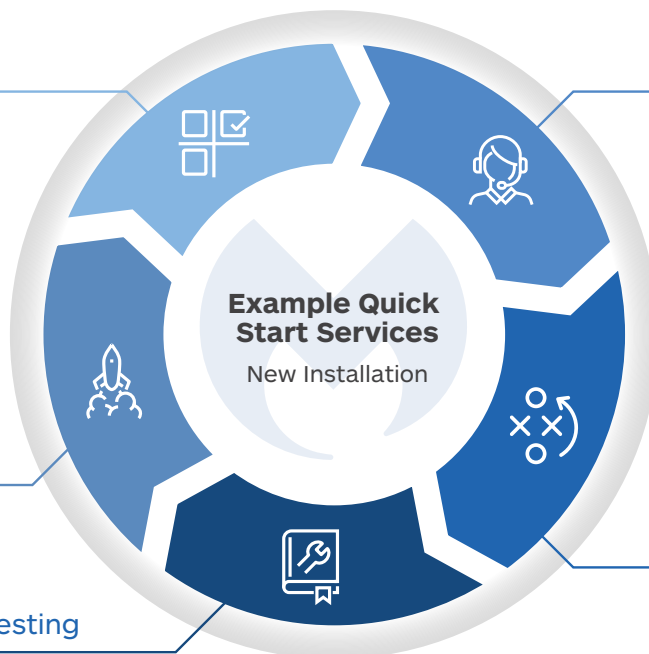
- ▶ Review and Confirm
- ▶ Successful Deployment

Phase 3

Deployment

Phase 2

Policy Setup and Pilot Testing



Project Kickoff Call

- ▶ TAM Role and Resource Intro
- ▶ Identify Key Contacts and Sponsor
- ▶ Deployment Milestones (pilot phases, deployment stages, etc.)
- ▶ Success Criteria

Phase 1

Deployment Planning

- ▶ Environment Review
- ▶ Best Practice Discussion

The Quick Start Services support team

Your dedicated TAM will be your go-to resource for in-depth assistance, supported by key Malwarebytes internal teams.

During your engagement, your Malwarebytes Quick Start Services TAM can connect you with:

- ▶ Product Management—sharing our product vision and evaluating feature requests
- ▶ Engineering & QA—building products and incorporating your direct feedback
- ▶ Sales Engineering—understanding your needs if environment or scope changes
- ▶ Education & Training—providing product guides, best practices, threat research, and more

Duration of engagement:

QSS hours to be used no later than one year after contract is signed.

For more agreement details:

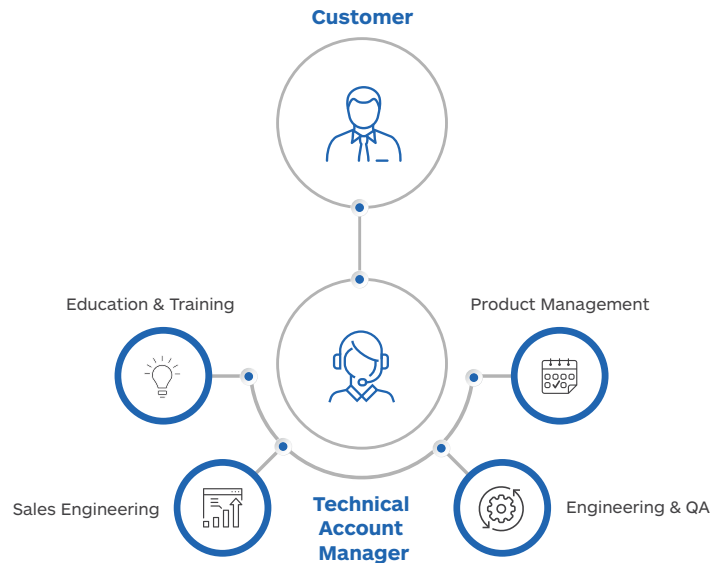
www.malwarebytes.com/eula/services-agreement/

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www.malwarebytes.com/business/services/

Technical Account Manager Interaction



“IN ADDITION TO CHOOSING A PRODUCT THAT WE KNEW WORKED WELL, ANOTHER REQUIREMENT WAS A STRONG RELATIONSHIP WITH A VENDOR WHO CAN PROVIDE SUPPORT. AFTER I HAD BEEN INTRODUCED TO OUR TAM AND WE BEGAN TO PLAN THE DEPLOYMENT, I KNEW WE MADE THE RIGHT DECISION TO GO WITH MALWAREBYTES. OUR TAM HAS BEEN INSTRUMENTAL, FROM TRAINING TO ESCALATING CASES, AND WE ARE LUCKY TO HAVE HIM AND HIS TEAM ASSIGNED TO US.”

—GLOBAL INFORMATION SECURITY ANALYST, INFRASTRUCTURE AND MANAGEMENT CONSULTING FIRM



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Malwarebytes proactively protects people and businesses against dangerous threats such as malware, ransomware and exploits that escape detection by traditional antivirus solutions. Malwarebytes completely replaces antivirus with artificial intelligence-powered technology that stops cyberattacks before they can compromise home computers and business endpoints. Learn more at www.malwarebytes.com.