

Premium Support Service Offerings

Premium support from the most trusted name in cybersecurity

We know that every business is unique and integrating a new security solution can be daunting. Malwarebytes Service Offerings help bridge the gap, whether it's an out-of-the-box deployment or a complex security architecture within a large enterprise. Our team of Customer Support Engineers and Technical Account Managers will quickly identify your cybersecurity issues and implement a corrective action.

They are backed by the experience that only comes with an install base of over 60,000 businesses worldwide and millions of protected endpoints. From simple phone support to the insights of a designated Technical Account Manager, we offer a wide range of service options. Our goal is to help accelerate returns on your Malwarebytes business solutions while providing you with the tools and technical expertise to reduce your attack surface.

Different levels to match your needs

Malwarebytes offers three levels of premium services to get you up and running quickly.

BRONZE SERVICE

Designed for businesses that need production support

- ▶ Mission Critical 24x7 Support*
- ▶ Basic Quick Start Service (QSS)
- ▶ Designated Technical Account Manager

SILVER SERVICE

Designed for businesses that need business critical support

- ▶ Includes Bronze Benefits
- ▶ Advanced QSS
- ▶ Priority Support & Case Routing
- ▶ Designated Customer Support Engineer
- ▶ Annual Account Health Check & Business Review

GOLD SERVICE

Designed for businesses that need production support

- ▶ Includes Silver Benefits
- ▶ Unlimited QSS
- ▶ Quarterly Account Health Check & Business Review

AWARDS



Compare Support Services

Feature	Bronze Service	Silver Service	Gold Service
Basic E-mail, Phone, Chat and Remote Support	✓	✓	✓
Account and Project Management	✓	✓	✓
Knowledge Transfer (best practices, documentation)	✓	✓	✓
Deployment Planning	✓	✓	✓
On-Boarding Product	✓	✓	✓
Designated Technical Account Manager (TAM)	✓	✓	✓
Mission Critical 24x7 Support*	✓	✓	✓
Migration Assistance	✓	✓	✓
Quick Start Services	4 Hours	8 Hours	Unlimited
Designated Customer Support Engineer		✓	✓
Priority Case Routing		✓	✓
Priority Issue Management		✓	✓
Priority Malware Sample Management			✓
Prioritized Product CLI Support			✓
Account Health Check		Annual	Quarterly
Business Review		Annual	Quarterly

*24x7 Support for Severity 1 Requests



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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.