

DATA SHEET

Premium Support Packages

Premium support from the most trusted name in cybersecurity

Malwarebytes understands that every business is unique and integrating a new security solution can be daunting. That's why Malwarebytes Premium Support packages augment the basic phone, email, and chat support included in our cloud-based solutions. Whether it's an out-of-the-box deployment or a complex security architecture within a large enterprise, we offer three levels of Premium Support to fit your organizational needs.

Our support team is backed by the experience that comes with an install base of over 60,000 businesses worldwide and millions of protected endpoints. From simple phone support to a designated technical account manager, our goal is to accelerate returns on your Malwarebytes business solutions while providing you with the tools, insight, and technical expertise to reduce your attack surface.



**Top 5 reviewed
endpoint security
vendor**



**#1 rated endpoint
protection suite
on G2 Crowd**

Different levels to match your needs

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

Standard Plus

Designed for businesses that need production support

- Includes standard support
- 24x7 severity 1 support
- Priority case routing

Silver Package

Designed for businesses that need business critical support

- Includes Standard Plus support
- Designated technical account manager
- Migration assistance
- Implementation assistance
- Product training
- Quarterly personalized health checks

Gold Package

Designed for businesses that need the highest level of business critical support.

- Includes Silver Package support
- Technical integration assistance
- Designated customer support engineer
- Monthly personalized health checks
- Annual on-site business review

Compare premium support packages

Feature	Standard Plus	Silver Package	Gold Package
Basic email, phone and chat support	✓	✓	✓
24x7 severity 1 support	✓	✓	✓
Access to product guides and training	✓	✓	✓
Product training		✓	✓
Implementation assistance		✓	✓
Migration assistance		✓	✓
Designated technical account manager		✓	✓
Technical integration assistance			✓
Designated customer support engineer			✓
Account health check		Quarterly	Monthly
Business review		Annual (remote)	Annual (on-site)



malwarebytes.com/business



corporate-sales@malwarebytes.com



1.800.520.2796

Malwarebytes is a cybersecurity company that millions worldwide trust. Malwarebytes proactively protects people and businesses against malicious threats, including ransomware, that traditional antivirus solutions miss. The company's flagship product uses signature-less technologies to detect and stop a cyberattack before damage occurs. Learn more at www.malwarebytes.com.

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