OVERVIEW

PREMIUM SUPPORT

Help, whenever you need it

Experienced ESET technicians with a wealth of expertise to support your business IT security

Progress. Protected.

The support you need

ESET Premium Support is designed to answer your queries promptly, resolve issues quickly and help you get the full potential of your ESET products.

- Premium Support ensures you get the maximum return on your investment in ESET products
- It reduces the complexity of your security management
- Your organisation's operational continuity is ensured
- It covers the entire life cycle of each product, tailored to your specific environment
- With Premium Support, you can allocate security resources more efficiently

How you will benefit

NO MORE LEARNING CURVE

ESET products are designed to be intuitive and have comprehensive accompanying documentation. However, it's still possible that advanced features could be missed by your IT team or particular product settings misunderstood, which could prevent them from executing critical operations.

FASTER RESPONSE, FASTER RESOLUTION

ESET Premium Support delivers a guaranteed, 24/7 response to any incident affecting the smooth functioning of your IT environment.

ENSURING BUSINESS CONTINUITY

Deploying new products without any previous knowledge can be tricky even for organisations with dedicated security and IT teams. The deployment and/or upgrade of new products into live environments without the required expertise presents a serious business continuity risk.

A FAST-TRACKED RESPONSE

Get straight through to an ESET expert who knows your infrastructure and will be able to solve the issue quickly and effectively.

FINE-TUNING YOUR IT MACHINE

Purchasing and deploying hi-tech products unfortunately does not guarantee their seamless operation. Specific combinations of operating systems, hardware and software from different vendors may cause unexpected behaviours. Leave deployment to experts who can foresee clashes and incompatibilities and will take the right action quickly.

COMPLIANCE

Many industries have strict compliance rules which require products to be deployed by authorised vendors.

Choose the level of service that fits your organisation's requirements

	ESET PREMIUM SUPPORT	ESET PREMIUM SUPPORT ULTIMATE
Critical Severity (A) Response Time	2 hours	30 minutes
Serious Severity (B) Response Time	4 hours	4 hours
Common Severity (C) Response Time	24 hours	12 hours
Support Availability	365 / 24 / 7	365 / 24 / 7
Caller Entry Point	ESET Certified Specialist	ESET Certified Specialist
Customer Contacts	Unlimited	Unlimited
Priority Call Queuing	Yes	Yes
Tickets Eligible for Premium Treatment	Limited	Unlimited
Dedicated Account Manager		Yes
Priority Access to Development Teams		Yes
Proactive Informative Services		Yes
Deployment & Upgrade		1
HealthCheck		1

ESET PREMIUM SUPPORT

What's inside?

A guaranteed, prioritised and accelerated product support package including fast and detailed analysis of any problems, followed by precise troubleshooting advice at any hour of the day or night, including weekends and public holidays.

- 24/7/365 access to ESET experts with years of experience in IT security
- Get responses tailored to your individual needs
- Immediate resolution of technical issues in your organi sation's security environment
- Response to critical issues within minutes of them being identified
- Prioritised access to ESET HQ experts and even development teams

FASTER REACTION

With ESET Premium Support you get first-class service to respond to business-critical incidents within 120 minutes.

PRIORITY STATUS

Everyone from your IT team will get priority status in the queue – an unlimited number of telephone numbers can be registered.

REMOTE CONNECTION

Ask our experts to set up a remote connection for faster troubleshooting.

LOCAL SUPPORT

Get local support, combined with ESET HQ's technical expertise, for an excellent ESET experience.

PREMIUM SUPPORT ULTIMATE

What's inside?

Complete ESET product support with superior customer care privileges. Covers all stages of product implementation including installation and set-up, upgrade procedures, regular configuration checks and proactive resolution of product issues.

- Technical account manager for every single customer
- Faster response to critical issues (within 30 minutes) and common issues (within 12 hours)
- Proactive informative services
- Priority call queuing

INCLUDES ALL THE BENEFITS OF ESET PREMIUM SUPPORT, PLUS THE FOLLOWING:

UNLIMITED QUERIES

With the ESET Premium Support Ultimate package, there is no limit on the number of queries eligible for premium treatment.

TECH ACCOUNT MANAGER

A dedicated account manager, with extensive knowledge of your infrastructure and environment, ready to provide immediate support.

PRIORITY INVESTIGATION

Tickets requiring development investigation receive priority treatment from our development teams.

HEALTHCHECK SERVICE

ESET experts perform a critical assessment of the current implementation of ESET business products, followed by a detailed report and recommendations for a more effective configuration to improve the products' performance.

PROACTIVE PRODUCT ISSUES RESOLUTION

ESET posts product-related information and urgent alerts on the ESET Knowledgebase website, but not all admins have enough time to follow those. Get notifications by email or phone of all significant product updates with actionable recommendations.

DEPLOYMENT & UPGRADE SERVICE

Experienced and certified ESET professionals cover installation and initial configuration to ensure optimum operating conditions.

This is ESET

Proactive defence. Minimise risks with prevention.

Stay one step ahead of known and emerging cyber threats with our AI-native, prevention-first approach. We combine the power of AI and human expertise to make protection easy and effective.

Experience best-in-class protection thanks to our in-house global cyber threat intelligence, compiled and examined for over 30 years, which drives our extensive R&D network led by industry-acclaimed researchers.

ESET PROTECT, our cloud-first XDR cybersecurity platform, combines next-gen prevention, detection, and proactive threat hunting capabilities with a broad variety of security services, including managed detection and response.

Our highly customisable solutions include local support and have minimal impact on performance, identify and neutralise known and emerging threats before they can be executed, support business continuity, and reduce the cost of implementation and management.

ESET protects your business so you can unlock the full potential of technology.

ESET IN NUMBERS

1bn+
protected internet users

500k+
business customers

176
countries and territories

11
global R&D centers

SOME OF OUR CUSTOMERS

MITSUBISHI MOTORS
Drive your Ambition

protected by ESET since 2017
more than 9,000 endpoints

Allianz Suisse

protected by ESET since 2016
more than 4,000 mailboxes

Canon
Canon Marketing Japan Group

protected by ESET since 2016
more than 32,000 endpoints

T

ISP security partner since 2008
2 million customer base

RECOGNITION

AV comparatives APPROVED Business Security JUL 2024

ESET is a consistent **top-performer in independent tests** by AV-Comparatives and achieves best detection rates with no or minimal false positives.

G2 Leader WINTER 2025

ESET consistently achieves top rankings on the global G2 user review platform and its solutions are **appreciated by customers worldwide**.

IDC ANALYZE THE FUTURE

ESET has been recognised as a Leader in endpoint security in the IDC MarketScape: Worldwide Modern Endpoint Security for Midsize Businesses 2024 Vendor Assessment.

Why choose ESET?

What do ESET customers say about ESET Services?

CUSTOMER REVIEWS

★★★★★

"THE IMPLEMENTATION WAS VERY STRAIGHTFORWARD. IN COOPERATION WITH ESET'S WELL-TRAINED TECHNICAL STAFF, WE WERE UP AND RUNNING OUR NEW ESET SECURITY SOLUTION IN A FEW HOURS."

IT Manager, Diamantis Masoutis S.A., Greece, 6,000+ seats

★★★★★

"WE WERE MOST IMPRESSED WITH THE SUPPORT AND ASSISTANCE WE RECEIVED. IN ADDITION TO BEING A GREAT PRODUCT, THE EXCELLENT CARE AND SUPPORT WE GOT WAS WHAT REALLY LED US TO MOVE ALL OF PRIMORIS' SYSTEMS TO ESET AS A WHOLE."

Joshua Collins, Data Center Operations Manager, Primoris Services Corporation, USA, 4,000+ seats

★★★★★

"ESET'S EXCEPTIONALLY COMPREHENSIVE TOOLS HAVE CONSISTENTLY AND EFFECTIVELY SAFEGUARDED OUR COMPUTERS AGAINST ALL TYPES OF CURRENT VULNERABILITIES. ESET SUPPORT SERVICES LET US FOCUS ON OUR EDUCATIONAL GOALS."

Facultad de Ingenieria, Universidad Nacional de Asunción, Paraguay, 700 seats

★★★★★

"THE IMPLEMENTATION OF ESET'S SECURITY SOLUTIONS HAS BEEN SEAMLESS ACROSS OUR APPROXIMATELY 23,000 COMPUTERS AND DEVICES, WITH NO CONCERNS OR COMPLAINTS REPORTED BY ANY OF THE THOUSANDS OF EMPLOYEES WHO UTILISE THE SYSTEM."

Taro Tanaka, General Manager, IT Architect Division, Canon Marketing Japan Inc., Japan, 23,000 seats

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TUDORVALE

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