Bitdefender
BUILT FOR RESILIENCE

Bitdefender Support Services – Standard and Premium

Use all Bitdefender Capabilities and Avoid Downtime

Bitdefender's support packages grant you quick, around-the-clock access to our technical support engineers to help you quickly solve incidents and avoid downtime situations, allowing you to maximize your investment in Bitdefender's security solutions and free up your IT resources for other critical functions.

We have the best support personalized packages suited for your business needs.

Standard Support

This service is complimentary for all Bitdefender business customers, and provides access to technical documentation, our knowledge base system, online resources, and incident assistance via phone, portal and web.

Standard Support offers basic technical support assistance, which includes basic troubleshooting assistance, and available fixes and investigations into product flaws/bugs. These features are available for all Bitdefender business customers with an activated product license key. You can access support via all available channels mentioned below.

Premium Support Packages

Bitdefender offers flexible support options for organizations of all sizes. Choose the right service that fits your organization.

Key Premium Support Benefits:

- **Quick Response**
  A dedicated priority support line tasked with taking ownership of your issue and achieving the best possible resolution.
- **Proven quick ROI**
  Minimal resources are required for best performance and security solution administration.

At-a-Glance

Ideal for any organization that needs immediate assistance and support, Bitdefender's Premium Support packages help your business run without disrupt or downtime. A team of technical engineers will assist you and your team in maximizing your investment in Bitdefender's security solutions.

Key Benefits

- **Access to Bitdefender's security** professionals team
- **Speedy response** to your requests
- **Prioritized remote assistance** (Business, Enterprise, Enterprise Plus) based on business size and SLA needs
- **Time-saving security solution administration**
- **Minimal resources required** for maximum infrastructure performance
- **Quick return on investment**
- **Prioritized and personalized remote assistance**

Gartner® Peer Insights™

"Bitdefender, an excellent product supported by an amazing team!"*

IT | Healthcare and Biotech Industry

* Reviews have been edited to account for errors and readability.

Bitdefender®
BUILT FOR RESILIENCE

Choose the right service that fits your organization.

Premium Support Packages

	Premium Support-Business	**Standard Support** **+** • Twice as fast response time (SLAs) versus Standard Support • Prioritized case handling and remote help assistance • Premium support entitled customers are always prioritized when scheduling remote assistance sessions for high impact incidents. • Maintenance Sessions – two sessions per year • This service provides regular, remote sessions to ensure product updates are installed and configured according to your business objectives. This service is provided at your request.
For small and growing businesses. Available to all Bitdefender customers with an activated GravityZone license key and who purchase a support subscription and want additional support beyond the standard. Offers premium technical support assistance to all business customers with an activated product license key and an activated Business Support subscription. Premium Support Business includes all Standard Support Package benefits and adds better response times, access to the Customer portal and prioritized remote sessions.		
For larger organizations with greater support expectations. Available to all Bitdefender customers with an activated, valid GravityZone license key and Enterprise Support subscription who need fast response time and prioritization. Offers premium technical support assistance to all enterprise customers with an activated product license key and an activated Enterprise Support subscription. Premium Support Enterprise includes all Premium Support Business package benefits and adds exceptional response times, increased number of remote sessions, product performance and feature optimization sessions, and routine health checks.	**Premium Support - Enterprise**	**Premium Support-Business** **+** • Exceptional, four times faster response time (SLAs) versus Standard Support • Education Services • On-demand remote sessions with the Bitdefender Enterprise training team, focused on delivering best know-how regarding Bitdefender Enterprise products functionalities and features. These sessions range from entry-level up to admin-grade upskilling and new features product presentations. • Routine product health checks • This service is meant to help you build confidence in our product and technology, making sure that the product works at its optimal efficiency and capacity. This service is performed at your request. • Maintenance sessions – four sessions per year • This service provides regular proactive remote sessions to ensure product updates are installed and configured according to your business objectives. This service is performed at your request. • Senior support engineer for case escalation process

For larger organizations with complex environments.

The highest level of support provided by Bitdefender, Enterprise Premium Plus Support includes a named Technical Account Manager (TAM) to work closely with you as an extension of your team, providing focused customer support and advocacy for organizations with unique or complex support requirements.
The TAM is also a Bitdefender expert who is familiar with the customer's environment, business objectives and deployment plans and coordinates all aspects of the technical customer interaction.

Premium Support – Enterprise Plus

Premium Support -Enterprise

+

· Technical Account Manager
· Exceptional, four times faster response time (SLAs) versus Standard Support, with a dedicated TAM phone number during business hours(**9:00-18:00, Mon-Fri).**
· Quarter alignment call
· Provides analysis for the customer's support interactions and trends. The TAM conducts remote quarterly support technical reviews, which include a detailed analysis of the technical support related activities.
· Direct support on technical issues
· The TAM offers a pro-active focal point into Bitdefender technical support to address technical difficulties. The TAM shares ownership of customer critical situations by helping identify and mitigate technical issues. The TAM will monitor the support cases and assume direct responsibility for the escalated issues, facilitating quick resolution.
· Handles escalated technical issues within Bitdefender (issues, feature requests)
· Tracks issues, speeds resolution and communicates the progress by coordinating internal meetings between product management and support. The TAM is an advocate for prioritization of feature requests into release cycles.
· Access to senior technical engineers
· The TAM will act as the liaison between Product Development & Support Center. The TAM knows the customer business and is a experienced Bitdefender business expert, providing a single business interface to Technical Support, Professional Services and if required, Product Management.
· Advanced assistance for malware outbreaks
· TAM will provide fast-track access to Bitdefender Labs to coordinate the malware outbreak escalation and resolution.
· Monthly review of open issues in support
· During standard business hours, the TAM and the customer's contact can schedule a call and review all cases that are still open with the support department.
· On-demand knowledge transfer
· The TAM will offer detailed information and help the client understand the functionality of the purchased license.
· Prioritized feature requests process
· The TAM is able to advocate the feature requests directly to the Product Management team, thus having a higher success rate and able to provide insight on the entire timetable of the feature request.
· Case ownership
· The entire ownership of the entitled customer's case is held by the TAM. This leads to faster response times, more visibility and direct access to other departments.

Service Entitlements

Service Entitlements	Standard Support	Business Support	Enterprise Support	Enterprise Plus Support
Features	For small organizations	For small and growing businesses	For larger organizations with higher support expectations	For larger organizations with complex environments and immediate support needs
Phone Asisstance	Yes	Dedicated	Dedicated	Named
Chat Asisstance	Limited	Limited	Limited	Limited
Severity 1(Critical)	2h	1h	30 min	30 min
Severity 2(Major)	8h	4h	2h	2h
Severity 3(Minor)	24h	12h	4h	4h
Severity 4(Trivial)	48h	24h	12h	12h
Enterprise Support Center	Yes			
Access to Bitdefender Community Online Resources	Yes			
Customer Portal(Customer Zone)	Yes			
Web Asisstance	Yes			
Availability	English - 24/7			
	German - 8/5			
	French - 8/5			
	Spanish -8/5			
	Romanian 8/5			
Incident Assistance	YES			

Benefits	Standard Support	Premium Support- Business	Premium Support - Enterprise	Premium Support- Enterprise Plus
Remote assistance	Best effort	Prioritized	Prioritized	TAM Assisted
Maintenance sessions		2 sessions/ year(remote)	4 sessions/ year(remote)	4 sessions/ year(remote)
Case escaltion management			Yes	Yes
Education services			2 day session(remote)	2 day session(remote)
Routine product health-checks			2 sessions / year(remote)	2 sessions / year(remote)
Advanced assstance for malware outbreakes			Yes	Yes
Support case ownership			Senior Support Engineer	TAM
Access to named Technical Account Manager(TAM)				Yes

Technical Account Manager

The Technical Account Manager (TAM) is a Bitdefender expert who is familiar with the customer's technical environment, business objectives and deployment plans, and coordinates all aspects of the technical customer interaction.

Our TAM will get to know your team and all aspects of your technical environment and will help deliver the best solutions and solve the most complex support requirements.

The Technical Account Manager (TAM) is part of our **Enterprise Plus Premium Support** package**.**

TAM - A Single Point Of Contact

Quarterly Alignment Call	Direct Support	Prioritized Feature Requests Process	On-Demand On-Site Visit	Advanced assistance
Provides analysis for the customer's support interactions and trends. The TAM conducts remote quarterly support technical reviews, which include a detailed analysis of customer technical support-related activities.	The dedicated TAM helps identify and mitigate technical issues for customers quickly and efficiently. TAMs monitor support cases and assume direct responsibility for escalated issues, ensuring quick and secure resolution.	The TAM is the advocate for prioritization of customers' feature requests into release cycles, providing insights on the entire timetable of the feature request. The TAM is the liaison between Bitdefender's product management team and the customer.	The dedicated TAM schedules on-site meetings at an agreed-upon date, during standard local business hours (09:00 – 18:00, Mon - Fri) at the direct request of the customer.	The TAM handles any escalations and provides advanced technical assistance for malware outbreaks. They will have monthly reviews of open support issues and handle case ownership.

Contact Channels and Assistance

Contact Channels	Enterprise Support Center*	Online Community Resources
Easy, quick answers online	Represents Bitdefender's web portal dedicated to support and help for all Bitdefender business products	
General Phone number 24/7	Search tool – all valuable info	Bitdefender Labs*
Access to Enterprise support center*	Remommended KB articles	Bitdfender Hot for Security*
Web assistance	Documentation	Bitdefender Business Insights*
Chat assistance-limited	Enterprise Support Policies link*	Customer Zone portal* : Bitdefender's main customer portal for Business customers. It is a web portal that facilitates *support case management*. It is the preferred and recommended channel of communication for non-severity 1 cases. Usage of this channel is gated by a one-time registration. It provides numerous benefits: • Easy customer identification and authorization • Centralized Support Cases trauiws8cking • Portal user management • Platform independent

Web Assistance*	Phone assistance	Incident assistance	Target response time
You are able to submit a case to Bitdefender Support by using the contact form from the support area of the website, following this link.	Phone assistance is Bitdefender's main communication channel for Severity 1 incidents. You are encouraged to use this channel for urgent and business critical issues. Bitdefender provides 24x7 *phone technical support* services for Bitdefender Business Products, in English, world-wide, with our HQ-based engineers. Bitdefender also offers localized phone support in our Australia, France, Germany, Romania, Spain and US points of presence, for these, support is offered in local language, within business hours.	Bitdefender service that allows you, when you are facing incidents, to request a technical remote session in order to have the issue investigated.	Bitdefender Enterprise Support team evaluates each submitted support case, based on severity and support entitlement. Based on this evaluation, a support engineer will provide a response within the target service times outlined in the table below. Severity definitions are defined on the official web support page

*Gartner® and Peer Insights™ are trademarks of Gartner, Inc. and/or its affiliates. All rights reserved.
Gartner Peer Insights content consists of the opinions of individual end users based on their own experiences, and should not be construed as statements of fact, nor do they represent the views of Gartner or its affiliates. Gartner does not endorse any vendor, product or service depicted in this content nor makes any warranties, expressed or implied, with respect to this content, about its accuracy or completeness, including any warranties of merchantability or fitness for a particular purpose.*