



PREMIUM
SUPPORT
ULTIMATE

Help, whenever you need it, from ESET technicians with a wealth of expertise

With the ESET Premium Support service, your queries are answered promptly and your issues resolved quickly—with it, and you can be sure to access the full potential of your ESET products.

Key benefits

UNPARALLELED SUPPORT 24/7/365

Your IT security staff will receive priority ESET product support with superior privileges. Receive coverage for all stages of product implementation, including installation and set-up, upgrade procedures, regular configuration checks and proactive resolution of product issues.

MAXIMIZE YOUR RETURN ON INVESTMENT

When investing in cutting-edge IT security, it can help to have experts on hand who know the products inside out, in order to guide and support your own technical teams. ESET experts have vast experience in different environments and with the unique requirements of specific industry verticals.

FULL LIFECYCLE SUPPORT

Whether you're deploying for the first time, upgrading, maintaining or managing environments with critical requirements, ESET experts are here to help. They will be on hand to advise you on the most cost-effective allocation of your valuable security resources.

Progress. Protected.

[DATASHEET](#)

How will ESET Premium Support Ultimate help you?

BUSINESS CONTINUITY SECURED

With 24/7 support and unlimited premium support tickets, your IT security professionals can deploy new products and refine existing deployments with confidence, knowing that ESET experts are always on call.

FASTER RESPONSE, FASTER RESOLUTION

ESET Premium Support Ultimate guarantees a response within 30 minutes to critical severity incidents and questions affecting the security of your IT environment. We operate worldwide, with support available in your language.

ESET PRODUCTS OPTIMIZED

Our products are designed to be intuitive and come with comprehensive documentation. However, advanced features sometimes need a practiced hand for optimal implementation. ESET experts are on hand to maximize your experience.

FAST-TRACKED RESPONSES

Overseen by a dedicated ESET technical account manager, your enquiries will go straight through to an ESET expert who knows your infrastructure and will be able to solve issues quickly and effectively.

REDUCED COMPLEXITY

Advanced products do not, on their own, guarantee seamless security. Specific combinations of operating systems, hardware and software from different vendors may cause unexpected behaviors. ESET experts can handle deployment, foresee clashes and incompatibilities in advance, and reduce the complexity of security management.

Key features:

- ✓ 24/7/365 availability
- ✓ Unlimited premium tickets
- ✓ Dedicated technical account manager
- ✓ Prioritization within development teams
- ✓ Proactive informative services
- ✓ Deployment & Upgrade service
- ✓ HealthCheck

This is ESET

Proactive defense. Minimize 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 customizable solutions include local support and have minimal impact on performance, identify and neutralize 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.

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