

THREE LEVELS OF SUPPORT

F-Secure Business Support is available in three different levels according to your needs: Standard, Advanced and Premium.



Standard Support

Get the most from our excellent products and make sure all the potential issues are addressed and resolved quickly and efficiently.

F-Secure Customer Services are available in eight languages globally, with partners providing support in regional languages where available.



Advanced Support

The Advanced support package enhances the core support to make it faster, more flexible and more comprehensive. It includes all the services in the Standard package, but also offers additional features and services.

Your contacts are directly forwarded to technical support to ensure a more timely response and faster resolution. Additionally, you will get a yearly status report that highlights important events.



Premium Support

The Premium support package provides you with the most comprehensive technical support. It is ideal for businesses who demand the utmost level of availability, responsiveness and expertise.

Premium support is available 24/7 without interruption, with prioritized access to our most experienced technical support. You will get initial response to urgent incidents within an hour, followed by frequent updates until the issue is resolved. As a Premium customer, you will get yearly in-depth Service Reviews, and bi-yearly service reports.

+ PLUS SERVICES

Plus Services are always customized to best suit the needs of individual businesses. We can also offer training and consultation based on individual requirements.

COMPARISON OF THE DIFFERENT PACKAGES

	Standard	Advanced	Premium
Self-help	Online tools & F-Secure Community	Yes	Yes
	Contact level	Customer Service *	Technical Support **
	Online Support form	Yes	Yes
Contact channels	Phone	Local business hours	24/7
	Call back		Scheduled
	Chat + Remoten		Yes
	eService		YES ****
	Management Escalation		Yes
Response	First response	Best effort	30min / 1h *****
	Update interval		4h / 8h *****
	Resolution		10 / 20 days *****
	Service report		Yearly
	Service review		Yearly
	Malware removal		Yes
	Upgrade consultation		Yes

* English, Danish, Finnish, French, German, Japanese, Norwegian and Swedish

** English, Finnish, French, German and Japanese

*** English

***** Target time visible here for Priority 1 and Priority 2 incidents (P1 / P2)

**** year 2015 special edition