



PROFESSIONAL SERVICES

LET OUR EXPERTS HELP YOU GET THE MOST OUT OF YOUR F-SECURE PRODUCTS AND SERVICES.

Product incidents can take time and money to solve. Our experienced security professionals can address potential incidents and threats quickly and efficiently, so you can focus on the demands of your business.

Professional Services offerings are designed to solve all your queries and help to make the most of your F-Secure products and services.

- Timely response and fast resolution to your product queries
- Efficient deployments and smooth upgrades
- Advice with F-Secure products that's tailored to your business

OUR OFFERING

F-Secure Business Support

Get easy and reliable business support from our F-Secure specialists.

F-Secure Technical Service Management

Technical service management offers a single point of contact to help with your organization's support needs for F-Secure products and services.

F-Secure Product Consulting & Training

Product consulting helps with deployment, upgrades, management and training for your F-Secure products and services.

F-SECURE BUSINESS SUPPORT

Advanced Support offers priority access to our experienced technical support engineers to ensure timely responses and faster resolution.

- ✓ Local business hours *)
- ✓ Priority access to technical support
- ✓ Online tools for ticketing and follow-up
- ✓ Phone and call-back
- ✓ Chat and remote

Premium Support is our best 24/7 service for added value, provided by our experienced technical support teams, offering first-class service level.

- ✓ 24/7 *) **)
- ✓ Respond to business critical incidents within an hour
- ✓ Management level escalation
- ✓ Upgrade consultation
- ✓ Advise with malware removal

*) Local business hours languages: English, Finnish, French, German, Japanese and Swedish

**) 24/7 language: English

F-SECURE TECHNICAL SERVICE MANAGEMENT

A Technical Service Manager is a product expert assigned to your organization who acts as your advocate at F-Secure.

With this service, you get access to ongoing advice from someone who understands your business environment and can help with all support-related issues and escalations involving your F-Secure environment.

Your Technical Service Manager provides up-to-date information about service usage and support experience, as well as insight into upcoming product releases that matter to your organization.

Regular meetings and yearly business reviews ensure you stay up to date, making your F-Secure deployment decisions easier and more accurate.

F-SECURE PRODUCT CONSULTING & TRAINING

F-Secure product experts offer consulting projects in deployment, upgrade, training and management of F-Secure products and services.

- ✓ On-call services during upgrades and changes in your environment, or remote connection to assist with configurations, settings and management
- ✓ Quarterly health checks and annual updates performed on your behalf
- ✓ Customized training sessions about our products and services for your IT organization

Each project is separately scoped and tailored based on your business needs.