

Premium Support

Expands ThreatDown's best-in-class standard support with enhanced response time SLAs, extended support availability and more

Introduction

ThreatDown Premium Support builds on our best-in-class Standard Support by delivering enhanced benefits to meet the demands of today's fast-paced threat landscape. With enhanced response SLAs, extended support availability, and more, Premium Support resolves critical issues swiftly and efficiently. ThreatDown Premium Support empowers our customers to maintain peak performance and minimize downtime, providing peace of mind and uninterrupted operations.

How Does It Work?

| Support Team Availability | Standard | Premium |
|---------------------------|----------|---------|
| Phone/Chat/Ticket Support | 24x5 | 24x7 |

| SLA for 1st response (business hours) | Standard | Premium |
|---------------------------------------|----------|---------|
| Sev 1 case | 16 | 1 |
| Sev 2 case | 36 | 4 |
| Sev 3 case | 48 | 8 |

Premium Support Enhancements

Malware Removal Service

Our specialized support agents guide customers through the recovery process after a malware or ransomware attack. They will assist with ransomware rollback where possible, assess the situation to understand what happened, and provide clear, expert assistance to restore security and peace of mind. While they are not a full incident-response team, they deliver calm, professional support exactly when you need reliable direction most.

Human-Led Technical Onboarding

A dedicated one-hour session is scheduled to review purchased features, configure policies, answer product questions, and support deployment. A Customer Success Manager partners with the customer for the first 90 days to guide successful rollout, provide ongoing assistance, and ensure progress against an agreed-upon success plan.

Key Benefits of Premium Support



Priority case routing



Faster response times from support



24x7 phone support (including weekends)

Technical Concierge

A dedicated Customer Success Manager for the full contract term delivers twice-yearly security reviews, proactive outreach, and ongoing maintenance. The CSM remains available to answer questions, guide best practices, and act as the customer's primary technical resource.

Industry Accolades and Peer Reviews

ThreatDown is a leader in customer support as rated by third-party customer reviews and independent rating organizations.



Voted a leader in many categories including "Best Endpoint Protection" and "Best ROI with MDR"



Only vendor to achieve the highest Level 1 certification in every quarter since Q3 - 2021



Earned this title three years running

To learn more about Premium Support, visit threatdown.com today.



threatdown.com/premium-support



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