



Premium Support

Expands ThreatDown's best-in-class standard support with improved 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 improved response SLAs, extended support availability, and more, Premium Support ensures your critical issues are resolved 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 Support for Sev 1 cases	24x5	24x7
Phone/Chat/Ticket Response for Sev 2 & 3 cases	24x5	24x5

SLA for 1st response (business hours)	Standard	Premium
Sev 1 case	16	8
Sev 2 case	36	24
Sev 3 case	48	48

Key Benefits of Premium Support



Priority case routing



Faster response times from support



24x7 (including weekends) phone support for Sev 1 cases

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 42 categories including "Best Endpoint Protection" and "Best ROI with MDR"



Only vendor to receive all certifications 12 quarters in a row



Customer's Choice in North America for Endpoint Protection Platforms

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