► EXTENDED TECHNICAL SUPPORT

Maintenance Service Agreement (MSA) Start and Plus

The stability and efficiency of your business may well depend on the smooth, continuous running of your IT system – so it pays to have access to expert IT security support. Kaspersky Lab's entry-level MSA packages, Start and Plus, provide affordable quality care for your company's IT security in the event of unexpected incidents, maximizing uptime and helping reduce internal IT costs.

Kaspersky Lab MSA Start and Plus provide a prioritized support service in response to unexpected severe incidents, delivered directly by our technical experts.

A DEDICATED PRIORITY SERVICE WITH GUARANTEED RESPONSE TIMES

Whenever you need our help, you can look forward to direct local language* support from Kaspersky Lab specialists manning a dedicated priority line throughout the working day, providing expert advice and a fast resolution to your problem.

Should an incident impact severely on your system, we will also work to a guaranteed response time: of 6 hours for MSA Plus customers and 8 hours for MSA Start customers.

Choose from 6 (MSA Start) or 12 (MSA Plus) incidents per year – if you exceed this number, you can simply purchase a further package or upgrade to the next level of MSA support.

Ask your reseller about affordable technical support from MSA Start and Plus.

* Varies between countries worldwide – ask your reseller for more information on your region.

WHY KASPERSKY LAB?

- Founded and led by the world's foremost security expert, Eugene Kaspersky
- Partnerships with global law enforcement agencies such as Interpol and CERTS
- Cloud-based tools monitoring millions of cyberthreats across the globe in real time
- Global teams analyzing and understanding Internet threats of all kinds
- World's largest independent security software company – focused on threat intelligence and technology leadership
- Undisputed leader in more independent malware detection tests than any other vendor
- Identified as a Leader by Gartner, Forrester and IDC

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