

WithSecure™ Cloud Protection for Salesforce

# Support Service

Staying on top of the rapidly evolving cybersecurity scene and your extensive tech setup can feel daunting. Our support services offer round-the-clock access to our tech experts. They're masters of our technologies and swiftly understand your unique infrastructure. Whether it's security configurations or license upgrades, expert assistance is just a call or click away.

## Your support, your choice: comparing Advanced and Premium

Explore your options and discover your perfect fit!

	Advanced Support	Premium Support
Priority access to technical support	✓	✓
Local language support during working hours	✓	✓
E-service online tools for ticketing and follow-up	✓	✓
Call-back service	✓	✓
Remote connection	✓	✓
Response targets 1 h +	✓	✓
Response targets 30 min +	✗	✓
Resolution targets	✗	✓
24/7 availability	✗	✓
Escalation to management level	✗	✓
Upgrade consultation	✗	✓
Advice on malware removal	✗	✓

## Together, we drive your success.

### Premium

#### Round-the-clock support:

Need help? We've got your back, any time, any disruption.

### Premium

#### Stay current with upgrade

**consultation:** We'll help keep your security game strong as your setup evolves.

### Premium

**Escalate to the top:** Got a pressing problem? You have the option to escalate it right to the management.

### Premium

**Beat malware:** Did you detect a pesky virus? Our experts can guide you on how to kick it out, fast and securely.

**Priority tech help:** Skip the wait and reach our expert team directly.

**Hourly Response for Critical Incidents:** Got an urgent issue? Our strict SLAs ensure immediate attention.

**Speak your language:** Get help in English around the clock with Premium and in Finnish, French, German, Japanese, and Swedish during your work hours.

**Connect your way:** Phone, callback, chat, or remote - reach out through your preferred channel.

**Easy online ticketing:** Track your issues easily with our online tools.