

WithSecure™ Premium Support

Stress-free, simple security with 24/7 expert help

Keeping up with the ever-changing cyber security landscape and your full technology repertoire can be overwhelming. Premium support gives you 24/7 priority access to our technical experts. They know our technologies in and out, and quickly grasp the characteristics of your unique infrastructure. Expert help for anything from software set-up to subscription upgrades is never more than a call or click away.



You will never be alone

With experts on hand 24/7/365 to resolve critical issues and give advice, we focus on your problems so you can focus on your business.



Save time

Jump the queue with priority access to our support team and rapid escalation to management, giving you guaranteed resolution.



Protect your peace of mind

With backup whenever you need it, full visibility of our process and on-tap expertise to help you maintain optimum security, you'll always know you're well protected.



Get clarity

Ready access to our team of skilled subject matter experts, offering detailed guidance on everything from upgrading your subscriptions to eliminating malware.

W / T H®
secure



Service elements

- ✓ **24/7 Support:**
comprehensive help with any disruption, as and when you need it
- ✓ **Local language support:**
during local business hours support is also available in Finnish, French, German, Japanese and Swedish
- ✓ **Priority access to technical support:**
no waiting – contact our highly-trained team of in-house technical support engineers directly
- ✓ **Resolve critical incidents rapidly:**
we'll address your most urgent issues as fast as possible
- ✓ **Online tools for ticketing and follow-up:**
ensuring visibility and easy tracking of ongoing issues and incidents

- ✓ **Phone, callback and remote connection:**
reach us quickly using whichever channels work best for you
- ✓ **Management level escalation:**
with the option to push urgent issues up the chain of command, you can count on prompt resolution
- ✓ **Upgrade consultation:**
keeps your security posture up to date as your environment evolves
- ✓ **Advice on malware removal:**
our expert support engineers can help you resolve any pesky infections fast

Let's steer your success together.