



# WithSecure™ Cloud Protection for Salesforce Support Services



# Enterprise-grade support: secure and optimize your Salesforce environment

Your Salesforce environment is mission-critical, but cyber threats, compliance requirements, and complex integrations can introduce unexpected risks.

## When an issue arises, how fast can you resolve it?

WithSecure™ Support Services ensures you're never alone in managing Salesforce security challenges. Whether you need fast expert assistance or a strategic security advisor, our support plans provide.



**24/7 technical support**  
to keep your Salesforce  
operations running smoothly.




**Enterprise-grade expertise**  
for healthy implementations and  
compliance alignment.



**Proactive security insights**  
that help you stay ahead of cyber  
threats.





**Choose between  
Professional Support for 24/7  
rapid response or Enterprise  
Support for a strategic security  
partnership.**



# Professional support

## 24/7 technical support with fast response times

For enterprises that need expert assistance anytime, anywhere. Our professional support package ensures fast response times, proactive guidance, and technical expertise to keep your Salesforce environment secure and operational.

**What’s included:**

- 24/7 technical support** – Get expert assistance anytime for fast issue resolution.
- Remote hands-on support** – Technical assistance via remote connection to troubleshoot issues.
- Call-back service** – Request a call-back from a WithSecure™ support expert.

- Priority response times** – Accelerated response targets to ensure minimal downtime.
- Malware removal assistance** – Support for up to two malware removal incidents per year.
- Multi-language support** – Available during designated business hours for global coverage.

- Escalation path** – Immediate access to customer support management for unresolved issues.
- Upgrade consultation** – Guidance on version upgrades and feature implementation.

# Enterprise support

## A strategic security partnership for Salesforce leaders

Enterprise support is designed for organizations that require a trusted partner to ensure long-term success, security, and compliance in their Salesforce environment. This package builds on professional support with dedicated resources, advanced malware analysis, and tailored security insights.

**What’s included:**

Everything in professional support, plus:

**Dedicated customer success manager (CSM)** – Your single point of contact for escalations, R&D coordination, and strategic alignment.

**Annual technical review** – A deep dive into your configurations, licensing, and feature rollouts to ensure peak security performance.

**Quarterly business reviews (QBRs)**  
– Up to four annual sessions covering performance reviews, security insights, and roadmap discussions.

**Unlimited implementation support** – Ensure seamless deployment across multiple Salesforce orgs with expert guidance.

**SOC/SIEM integration support** – Guidance for integrating security alerts into third-party SIEM systems via Salesforce REST API.

**Advanced malware analysis** – Submit suspicious files for in-depth analysis by the WithSecure™ malware analyst team.

# Choose the right level of support for you

Service element	Professional Support	Enterprise Support	Outcome
24/7 technical support	✓	✓	Immediate expert assistance to resolve security & technical issues
Priority response times	✓	✓	Faster resolution to minimize business disruptions
Assisted malware removal	✓	✓	Prevents downtime and minimizes risk
Advanced malware analysis	✗	✓	In-depth expert investigation of malware threats
Dedicated Customer Success Manager	✗	✓	Strategic advisor for security planning & escalations
Quarterly Business Reviews (QBR)	✗	✓	Personalized security optimization & risk reduction
Annual technical review	✗	✓	Ensure peak performance, compliance & security posture
Unlimited implementation support	✗	✓	Hassle-free security deployment across Salesforce orgs
SOC/SIEM integration support	✗	✓	Seamlessly connect security insights with your enterprise security systems

# We co-secure your Salesforce environment

A single cybersecurity incident can disrupt business operations and damage customer trust. We offer the expertise and tools you need to keep your Salesforce secure and undisrupted.

[Get in Touch](#)

## Trust is at the heart of every business

WithSecure™ has protected 140,000+ organizations for over 35 years. Our award-winning cybersecurity solutions are backed by Salesforce's rigorous security reviews and meet top compliance standards, including ISO 27001 and ISAE 3000 (SOC 2 Type 2).

Trusted by global Fortune 500 enterprises and governmental organizations  
Certified & compliance-ready  
Salesforce-recommended security partner

