



SIMPLY  
SECURE

# G DATA PREMIUM SERVICES & SUPPORT

THE ADDED EXTRA IN SECURITY, FOR TROUBLE-FREE BUSINESS OPERATION



Anyone opting for G DATA automatically benefits from award-winning service & support. Regardless of license volumes or company size.

G DATA PREMIUM SERVICES & SUPPORT offers an additional all-round, worry-free package for anyone who appreciates customized, personal advice and support. Premium Level customers benefit from even faster response times in emergencies, plus personal contacts who know all of the particulars of their internal infrastructure inside and out.

If required, our staff can also come on site in no time to prevent production downtime or other problems.

Regular information on patches and updates, for example – tailor-made for each company – and customized advice on infrastructure issues are also included in PREMIUM SERVICES & SUPPORT. For a personal added extra in convenience and security.

## OVERVIEW OF SERVICES

### 1. CONTACTING G DATA SUPPORT

	BASIC	PREMIUM	PREMIUM PLUS
Direct contact with the Technical Account Manager (3rd Level)		TAM team	personal TAM
Direct contact with the Support Account Manager (2nd Level)		SAM team	personal SAM
Online access (24/7/365)	■	■	■
Email & Web support	■	■	■
Remote support		■	■
Number of contacts per customer	2	4	6

### 2. CUSTOMER-SPECIFIC ADVICE & SUPPORT

Emergency support on site*		■	■
Visits on site*	■	■	■
Free visits on site (250 + licenses)			1 p.a.
Telephone conferences (TAM)		2 p.a.	4 p.a.
Proactive information on threats		■	■
Monitoring and reporting via TAM/SAM		■	■

### 3. SUPPORT SERVICES

Free telephone support		■	■
Dedicated call number		■	■
Priority acceptance of calls		■	■
Response to emails	within business hours	< 1 hr	< 1 hr
Telephone availability	24/7/365	24/7/365	24/7/365
Support level initial contact	1st	2nd	2nd
Response time per incident (online)	< 1.5 days	< 4 hrs	< 4 hrs

### 4. PRIORITIZATION

Prioritization when sending malware samples		■	■
Whitelisting/Blacklisting prioritization		■	■
Virus incident reports*			■

### 5. SOLUTIONS TO PROBLEMS & UPDATES

Solutions to problems and published updates	■	■	■
Solutions to problems and private updates			■

\*additional costs apply, see page 3 for prices

## GUARANTEED RESPONSE TIMES

### CRITICAL

	BASIC	PREMIUM	PREMIUM PLUS
Receipt confirmation	< 1 hr	< 1 hr	< 1 hr
Response	< 1 working day	< 2 hrs	< 2 hrs
Frequency of status updates	daily (work days)	every 2 hrs	every 2 hrs
Escalation to TAM/SAM	< 24 hrs	< 2 hrs	< 2 hrs
Escalation to management		as required	< 8 hrs
Service technician/TAM visit on site		< 12 hrs	< 8 hrs

### HIGH

Receipt confirmation	< 1 hr	< 1 hr	< 1 hr
Response	< 1 working day	< 4 hrs	< 4 hrs
Frequency of status updates	daily (work days)	daily (work days)	daily
Escalation to TAM/SAM	< 72 hrs	< 12 hrs	< 12 hrs
Escalation to management		as required	< 1 week
Service technician/TAM visit on site		< 24 hrs	< 24 hrs

### NORMAL

Receipt confirmation	< 1 hr	< 1 hr	< 1 hr
Response	as required	< 4 hrs	< 4 hrs
Frequency of status updates	as required	as required	as required
Escalation to TAM/SAM	< 1 week	as required	as required
Escalation to management		as required	as required
Service technician/TAM visit on site		as required	as required

### VISITS ON SITE

	PRICE
Daily fee on work days (9am - 6pm)	€ 1,500
EMERGENCY SUPPORT ON SITE	PRICE
Daily fee on work days	€ 2,500
Daily fee on Saturdays	€ 3,000
Daily fee on Sundays / public holidays	€ 3,500
100% surcharge for service > 8 hrs or from 10pm - 6am	

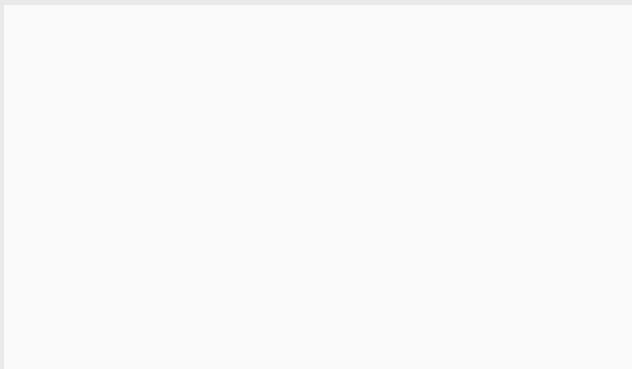
### VIRUS INCIDENT REPORTS (ENGLISH)

	PRICE
Per report	€ 199
Three or more reports	€ 169
Five or more reports	€ 149
Ten or more reports	€ 129

€ 75 will be calculated per hour of traveling. € 0.50 will be added for each kilometer driven for travel by car; flights or rail travel will be calculated on the basis of receipts. (Domestic travel: economy class or first class; abroad: business class.) The hotel will be arranged by the client. In addition, expenses of € 24 (domestic) and € 48 (abroad) will be incurred for 5 or more working hours. A prerequisite for adherence to the stated times during visits on site is the availability of transport.

**B2B.GDATASOFTWARE.COM**

The G DATA partner responsible for you will be happy to give you personalized advice.



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