



Malwarebytes Business Support

Contact Malwarebytes for your custom quote at corporate-sales@malwarebytes.org

Comprehensive support for the business customer

We understand that managing and maintaining endpoint security, for any business, requires significant IT resources. That's why we offer Malwarebytes Business Support to all Malwarebytes business customers. Malwarebytes Business Support delivers the comprehensive support necessary to ensure uninterrupted end-user productivity and minimal endpoint downtime while reducing the number of IT helpdesk tickets.

Expert U.S.-based phone support when you need it

Malwarebytes Business Support enables you to realize the greatest benefit from your Malwarebytes investment. But that can only come if the technical expertise you require is available in real-time dialogue. Our telephone support provides actionable solutions to your challenges immediately, allowing you and your team to focus on projects related to revenue enhancement.



The Malwarebytes Business Support technical team will:

- Assist you with the deployment of Malwarebytes products.
- Resolve issues or answer questions about Malwarebytes products and their standard usage.
- Provide guidance on how to install and configure Malwarebytes products on Windows 2008 or 2012 Server, SQL Server 2008, and IIS Express.
- Give advice to scan your network, generate policies, and create reports.
- Supply compatibility information with other third-party software including, but not limited to, anti-virus products, desktop management, and virtualization.
- If your third-party software and Malwarebytes products are found to be incompatible, contact the software vendor on your behalf to request that Malwarebytes products be whitelisted.

Service	Benefits
Self-Service Support	Use our web portal or email to submit a helpdesk ticket to our support team. You can also track the status of your tickets and use the commenting feature to update a ticket.
Telephone Support	Get immediate help from our U.S.-based support team in real-time. Our Malwarebytes experts will answer your technical questions before they become security issues. Monday through Friday excluding standard U.S. public holidays, 9:00 AM to 5:00 PM (Pacific Standard Time) for your convenience.
Support Forums	Get the latest information on removal guides, false positives, newest threats, Malwarebytes beta launches, changelogs, and software updates.
Service Level Agreement	Describes in detail the parameters of your Malwarebytes Business Support service for easy reference.

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