

Malwarebytes Endpoint Protection Quick Start Services



Enterprise deployment made easier

Malwarebytes business solutions are designed for easy deployment and integration into your existing security stack. However, every enterprise security architecture poses unique integration challenges. The Quick Start Service (QSS) helps your IT team deploy and configure your Malwarebytes solutions in the shortest time possible. So your team will be hunting malware in no time.

Malwarebytes QSS includes phone consultation with a designated Malwarebytes technical account manager (TAM) intended for medium to large enterprises and is available in four-hour (QSS-4) or eight-hour (QSS-8) increments. Your TAM will help manage your deployment and answer any questions you might have regarding implementation of Malwarebytes solutions. The QSS engagement will typically begin with an assessment of your security topography, followed by the mapping of a deployment strategy, timelines, and milestones. But how you choose to allot your QSS engagement is entirely up to you.

FEATURES

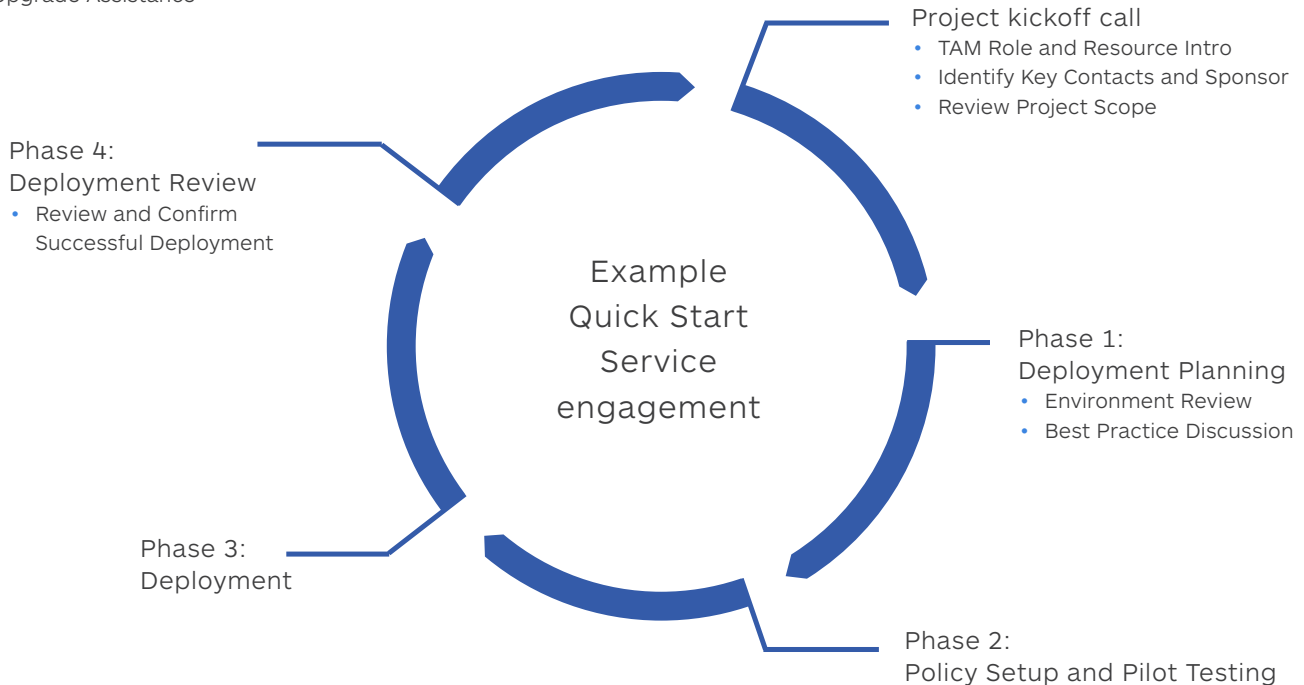
- Project management
- Knowledge transfer (best practices, documentation)
- Deployment planning
- On-boarding product

Quick Start Service engagement

What your QSS engagement might look like:

Post Deployment Checklist, if time allows, may include:

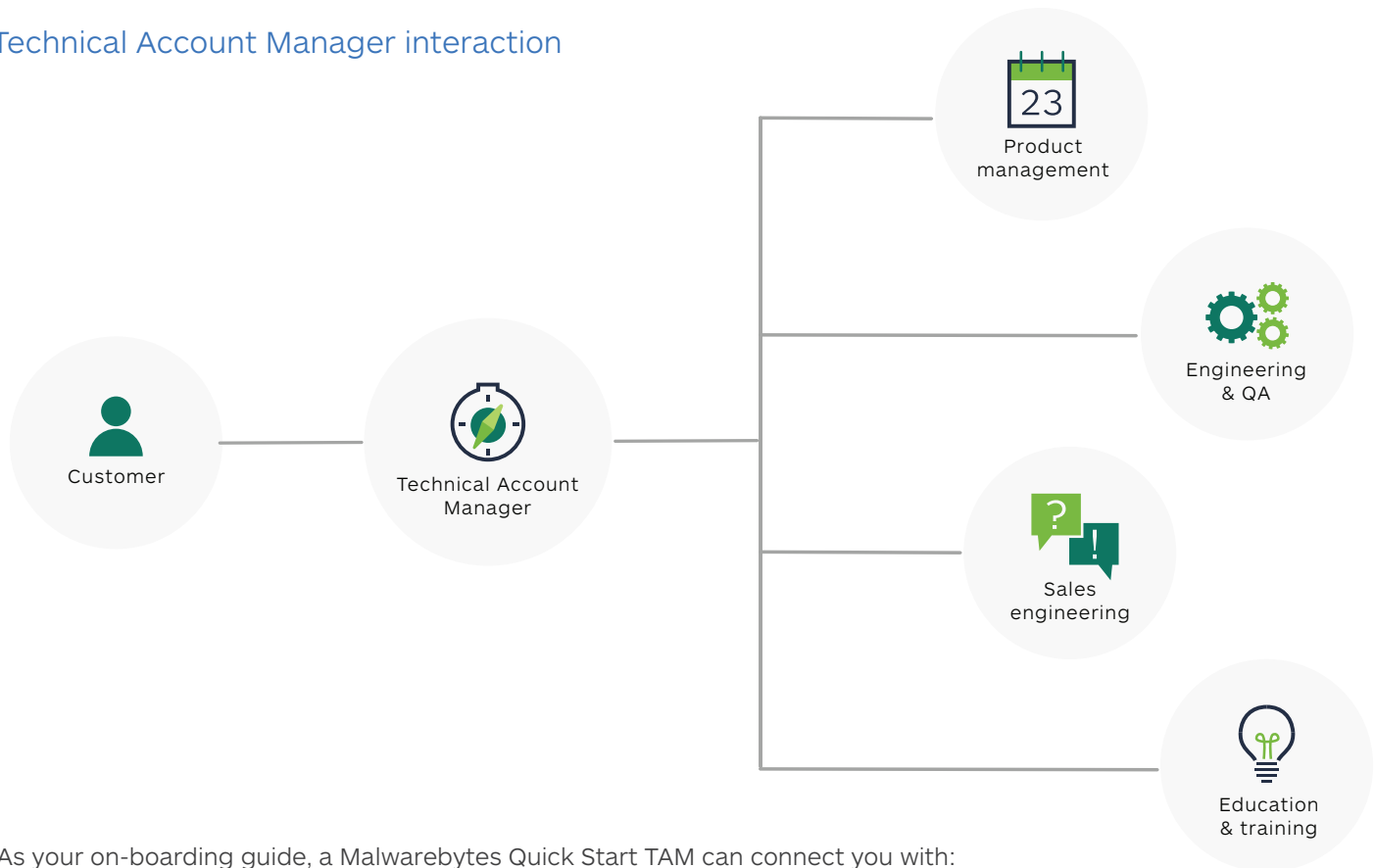
- Support Case Management
- Account Health Check
- New Product Release Training
- Upgrade Assistance



The Quick Start support team

Not only will your TAM be drawing on experience with past successful enterprise deployments, but your TAM, and by extension, you, will also be supported by key Malwarebytes internal teams.

Technical Account Manager interaction



As your on-boarding guide, a Malwarebytes Quick Start TAM can connect you with:

- Product management—sharing our product vision and evaluating feature requests
- Engineering & QA—building products and incorporating your direct feedback
- Sales Engineering—understanding your needs if environment or scope changes
- Education & Training—providing product guides, best practices, threat research, and more

Duration of engagement: QSS hours to be used no later than one year after contract is signed

For more agreement details: malwarebytes.com/eula/services-agreement/

Need more robust support? Explore our Silver and Gold Services: malwarebytes.com/support/services/


In addition to choosing a product that we knew worked well, another requirement was a strong relationship with a vendor who can provide support. After I had been introduced to our TAM and we began to plan the deployment, I knew we made the right decision to go with Malwarebytes. Our TAM has been instrumental, from training to escalating cases, and we are lucky to have him and his team assigned to us.


—Global Information Security Analyst, infrastructure and management consulting firm




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