



## Webroot Software Enterprise Support

### Premium Support Offerings for Enterprises

Today's aggressive Internet security threats require companies to be more reliant on security software than ever before. While the purchase of Spy Sweeper™ Enterprise gives you the key to leading technology that effectively mitigates the impact of corporate spyware infections, supplemental support services can help optimize performance. The Webroot Enterprise Support Program offers flexible options for individual companies as they determine the threat levels appropriate for their network security practices. Webroot Enterprise Support Program helps ensure Spy Sweeper Enterprise is running smoothly and meeting your corporate security requirements. Through preemptive services and product upgrades, Webroot Enterprise support resolves technical issues quickly and effectively. From mission-critical services to basic self-maintenance, you can get the support you need for your unique system requirements.

### Three Levels of Support to Fit Your Needs

With Webroot Enterprise Support Program, you can expect the best from Webroot, a company that considers protection from emerging online threats a top priority – support that helps you control costs, improve system availability and run your operations with confidence.

#### In Detail

**Basic:** Included with the annual subscription to Spy Sweeper Enterprise. Basic support provides telephone support during business hours, technical assistance, self-help tools, 24 / 7 online ticketing and product upgrades with restrictions.

**Silver:** Delivers basic Spy Sweeper Enterprise support plus 24 / 7 / 365 telephone support complemented by access to a shared technical account management team, and more.

**Gold:** Designed to support around-the-clock, global, mission-critical computing environments, Gold support is the most comprehensive, high-availability system support solution. Offering a number of escalation-based services in addition to traditional system maintenance, Gold support helps you proactively resolve spyware problems in guaranteed time resolution.

	BASIC	SILVER	GOLD
<b>Telephone support during business hours</b>	✓	✓	✓
<b>Technical assistance</b>	✓	✓	✓
<b>Knowledge Base</b>	✓	✓	✓
<b>Online ticketing system</b>	✓	✓	✓
<b>Product upgrades</b>	✓	✓	✓
<b>Priority case handling</b>		✓	✓
<b>On-site customer visit</b>		✓	✓
<b>Program upgrade assistance</b>		✓	✓
<b>Future Beta release program inclusion offerings</b>		✓	✓
<b>24 / 7 / 365 Telephone support system</b>		✓	✓
<b>Shared technical account management team</b>		✓	✓
<b>Dedicated technical support account manger</b>			✓
<b>Deployment assistance</b>			✓
<b>Global, mission-critical environment support</b>			✓



## Resolve Technical Issues to Your Satisfaction

With the Webroot Enterprise Support Program, you can leverage our best practices and experience to help reduce the time, costs and risks of protecting your network against spyware. With deep technology expertise, proven methodologies, and global experience, our support technicians work with you to address your unique security needs. With our comprehensive support service offerings, experienced Webroot engineers are available to identify and resolve technical issues around the clock. We also offer online self-help and monitoring tools that provide proactive support, allowing you to address potential technical issues, often even before they occur.

## Webroot Enterprise Support Program Levels

Backed by Webroot's expert support technicians who understand the exact requirements of each customer's security needs, Webroot Enterprise Support Program offers premium support for corporations whose requirements exceed the Basic level of support.

### *Basic Support*

All customers receive the Basic level of support with the purchase of an annual subscription to Spy Sweeper Enterprise. Designed to complement your in-house technical capabilities, Basic support provides technical support to help you manage and maintain your investment in Spy Sweeper Enterprise software. As our baseline support offering, you have access to tollfree telephone support Monday through Friday 7 a.m. to 6 p.m. MT, our online knowledge base, online trouble ticketing system. Basic support is limited to five (5) support incidents.

### *Silver Support*

As a Silver support customer, you receive the technical support available through the Basic level that you need to help keep your systems available so business can continue uninterrupted. Intended for corporations who require immediate response and personalized services with round the clock access to experienced engineers, Silver support customers also receive:

- Priority case handling
- Shared technical support account manager
- One onsite customer visit
- Program upgrade assistance
- Invitation to participate in beta programs
- 24 / 7 Telephone support

Your online service requests or support calls are transferred directly to an experienced engineer who can help resolve technical issues quickly and effectively around the clock. Silver support is limited to ten (10) telephone support incidents, and unlimited email support.

### *Gold Support:*

Webroot Gold support goes beyond break-fix to help you proactively manage your online security needs. As Webroot's premier level of service, Gold support is designed specifically for mission-critical, global environments. By delivering preemptive services, Webroot can help you achieve maximum system potential. Gold support customers receive the technical support and on-site service needed to keep your security systems running so business can go on uninterrupted. Intended for customers who require 24 / 7 support, plus the benefits of a service plan tailored directly to your company, including:

- Dedicated technical support account manager
- Product orientation and planning
- Routine status meetings and reporting
- Deployment assistance
- Access to Webroot's global support centers

## What is an Incident?

A support incident is classified when the issue is not related to the following:

- A product defect or bug
- Any issue that occurs during the first 60 days after purchase, during the warranty period
- Product enhancement request
- Documentation inaccuracy
- A report of false positive or an unidentified piece of spyware

## System Requirements

### *Server:*

OS: Windows 2000, Windows XP, Windows Server 2003  
CPU: 200 MHz minimum; 350 MHz or better recommended  
Memory: 256 MB recommended

### *Client:*

OS: Windows 98, 98 SE, Me (all require Internet Explorer 6.0 with Service Pack1), 2000, XP, NT 4.0, or 2003  
CPU: 150 MHz or better recommended  
Memory: 32 MB RAM minimum; 128 MB RAM or better recommended